InCom
Technical Solutions

DiamondCounter

Complete Software Solution for the Fine Jewellery Store

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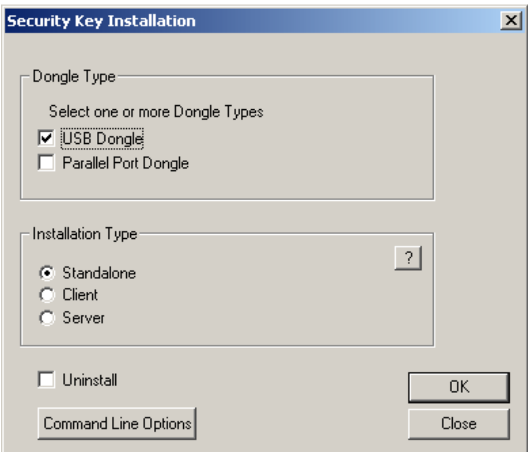
Installing the Software Authorization Dongle

Do not attempt to install the key without follow the following instructions!

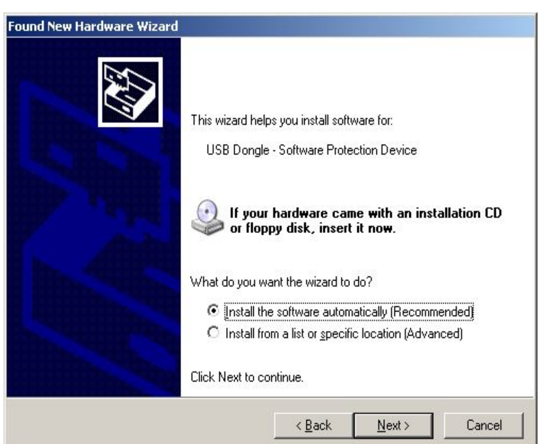
Here is your new Software Authorization Key, using this key will make you independent from the software authorization keys we have issued to you before. You will be able to install the software on new computers when the need arises and you can also change your company information without effecting the authorization of your software. Please read the following installation instructions closely!

Do not lose, misplace or give this key to anyone else, keep it when not needed in a safe sport – this key is the authorization to your software and cannot be replaced!

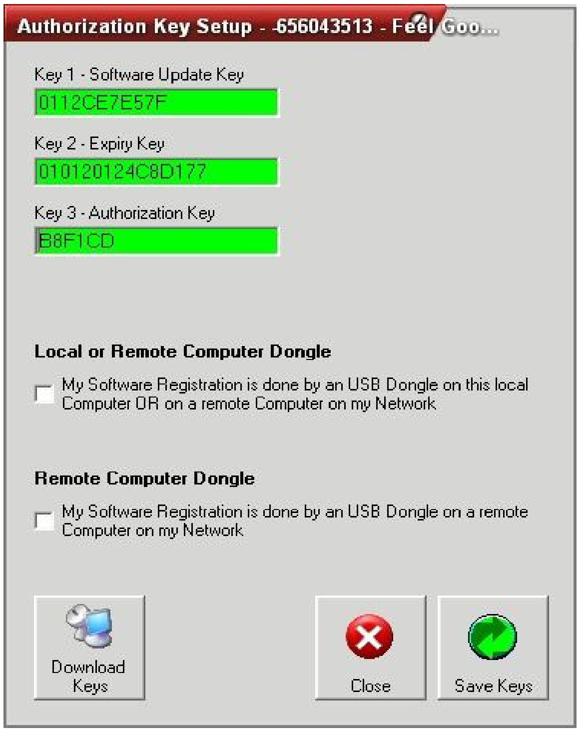


1. Do not plug the key into the computer yet until prompted!
2. Decide which computer will have the dongle plugged in, if you are running DiamondCounter on a network computer, keep in mind that the DiamondCounter software needs to be running on the computer with the dongle at all times if you want to run the software on any other computer on the network. If you ever decide to have the key installed on another computer, you need to install the dongle again on this computer as described here
3. Insert the disc that was delivered with this key. Start the program keyinstall.exe
4. You should now see the windows on the left
5. Select the option “USB Dongle” as shown, leave the installation type on “Standalone”
6. Click the “OK” button
7. Wait until the program tells you the installation was successful
8. Exit out of DiamondCounter if it’s running
9. Plug in the USB Dongle key

10. A window will appear is shown on the left
11. Click the “Next” button



12. Select the option “Install the software automatically” and click “Next”
13. Wait until the installation tells you that it’s done
14. Start the DiamondCounter software on this computer
15. Select the “Configuration” menu
16. Select the “Setup Authorization Keys” menu



17. Select the checkbox "My Software Registration is done by an USB Dongle on this **local Computer**" as shown on the left
18. Note: for the network computers that do not have the dongle installed, you need to select the checkbox below "My Software Registration is done by an USB Dongle on a **remote Computer** on my Network"
19. Click "Save"
20. You should see now a green circle indicating that a dongle was detected

You should always have the key plugged in **before** you start DiamondCounter, if it doesn't, DiamondCounter may take up to three minutes to detect the key.

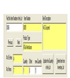
Please remember that this key is your authorization for the DiamondCounter software, if you lose the key, your authorization is lost and the software could be used by anyone else having an unregistered copy.

Before you read this Manual and use DiamondCounter

This software package has been developed with the assistance and constant feedback of professional jewellers. It has been designed with the intent to make your life as a jeweller or retail person easier, even though you may not have used a computer before. However, we will appreciate any feedback from you regarding the ease of use and all suggestions to make DiamondCounter even better and easier for you to use.

You will never have to save anything while you are working with DiamondCounter. DiamondCounter is doing this automatically. However it is your responsibility to make frequent backups of the database and the pictures that are stored on the hard drive. Even though it is unlikely that data gets lost, it could happen that the hard drive crashes or a virus corrupts certain files and make them unreadable. Therefore it is important to backup your work frequently and install an up-to-date virus scanner on your computer.

Database backups should be done periodically and will save you a lot of work in case of data loss!



Never try to or modify the actual database by hand or with another editing program. This might corrupt the database and makes it unreadable for DiamondCounter to read and/or will cause it to crash. If you think you need to do adjustments to the database please get in touch with us.

Do not use the apostrophe symbol when entering any information. Try to avoid words like "Men's Fashion" or anything containing an apostrophe, this symbol will cause difficulties when searching in the databases.

Backing up the Database

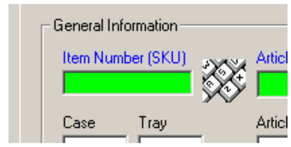
The database is stored on the hard drive of your computer. You should make a backup periodically and store it onto a diskette or CD depending on the size. The database is usually located in "c:\DiamondCounter\DiamondCounter.mdb". This is the file you should copy to a disk. Do not use the same CD over and over again; rather try to rotate them daily, so if the copy from yesterday gets corrupt, you will always have another copy from the day before.

Frequently asked Questions during Start-up with DiamondCounter

How do I assign a new SKU or Item Number?

DiamondCounter allows you to assign a new Item Number or SKU number in different ways. You can either keep your existing numbering system or have DiamondCounter assign automatically a new number. There are three different ways of how you can create a new number:

1. Enter your own new item number manually in the field “Item Number (SKU)”
2. Or keep the field empty and click the little keyboard symbol beside the item number filed, this will automatically create the next sequential number
3. Or enter some alpha0numeric characters into the item number field, such as “ENG” for an engagement ring and then click the keyboard symbol beside the item number field. This will assign the next available number that can be used for this item (ENG0001, ENG0002 …)



How do I enter a new Supplier into the Item Detail Screen or a new Goldsmith into the Job-Bag?

The Supplier or Goldsmith is directly pulled out of your supplier database, before you start using the system you should enter some of your suppliers and goldsmiths first under the **Add New > Supplier, (Vendor), or Goldsmith** menu from the main screen. Please note that you have to define on this screen if this supplier will supply your store with merchandize (so it becomes a supplier) or with services (so it becomes a goldsmith or repair person)

I don’t seem to be able to add a new Item and some tool menus are grayed out.

DiamondCounter can be set-up, so that different users can work on the system with separate user authorities. The software has no user logged on right now, so it doesn’t know if you are allowed to do certain functions or not. In order to get those function enabled you need to log-on under your user name or, if DiamondCounter has still the default user name, you can use the username “USER” and the password “PASSWORD”. To log-on you need to go to the main screen and click on the top menu “USER LOGON”

How do I enter images and pictures into the DiamondCounter inventory?

Once you have taken a picture with a digital camera you need to save the file on your computer under the “C:\DiamondCounter\” folder. DiamondCounter accepts pictures with the file format .JPG. You simply have to rename the picture file to the same name like the SKU number of the item, and DiamondCounter will automatically search and display this picture for the right item. So, if the item or SKU number is “ENG0001”, then name the picture file “ENG0001.JPG”

How do I remove article categories and how do I add a new one, which I want to use?

To remove article categories form the list of categories when you enter new merchandize, you need to go to the main screen and click on the menu >TOOLS >SETUP PRE-DEFINED ARTICLE CATEGORIES, On the screen you can disable all the categories you never want to use.

To add a new category that is not in this list but one you want to start using, simply enter it in the category field on the item detail screen when you enter it as a new piece of inventory. The next time you enter another piece, DiamondCounter will offer you this category as a new option, so you don’t have to enter it again.

DiamondCounter doesn’t start up after I downloaded a new version – it tells me that the program is not a valid WIN32 application.

Occasionally it can happen that the download of a new version is interrupted or the file that was downloaded is corrupt. To fix this problem, please go to our web page at www.incom.ca and click on the left hand menu on >UPGRADES. Once this new screen has opened up, please go to the right and click on the RESCUE program link and follow the instructions there. If this program prompts you for a download code, please enter “johnson” into the field.

How do I install my Datamax label printer?

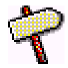
First of all: do not install the printer CD that came with this printer. We do not need to install any driver from this disc, since DiamondCounter has its own drivers built in. Connect a serial RS232 cable from your label printer to the computer. Go to the CONFIGURATION menu on the main screen and select the menu CONFIGURE SOFTWARE, the go to the hardware tab. In the middle of the screen you will see a box asking you for the label printer Com port. In most cases, you will have to select the COM1: port for that. Now click APPLY CHANGES! You should be all set and you can try top print out a sample of you label. The vertical adjustment is usually done by itself and adjusts itself after a few labels. If the printer continues to skip a few labels, please refer to the “AUTO CALIBRATION” section of your label printer manual.

How long will my printer ribbon last?

About 2 rolls of labels, which works out to approximately 4,000 tags.

Symbols used in this manual

 Shows you how to get to a certain function

 Step-by-Step instructions

 Important Note

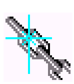
 Instructions for if you are using a barcode scanner

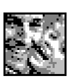
Understanding the different fields in DiamondCounter

When you look at the detail screens of customers, item etc you will notice, that the text fields are of different colour throughout the program. They have basically in general three meanings:

- GREEN – you are required to enter some value in this field before you can proceed, for example when entering a customer you must at least enter the last name of this customer bore you can add the customer to the database.
- WHITE – these fields are optional and can be left empty if you wish, for example, you do not need to enter all the information of a customer, such as street and phone numbers in order to add this customer to the database.
- YELLOW – these fields are not ready to be edited or they are being filled from DiamondCounter itself. You cannot edit yellow fields.
- RED – Something is entered incorrectly in the field. You must find out what has been entered incorrectly and fix it before moving on.

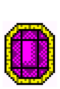
A word about QuickLinks

 QuickLinks are used throughout DiamondCounter to interconnect all the databases with each other and give details of customers or items when selected. QuickLinks can usually be used by double clicking on a table (such as customer lists in the QuickPick customer screen) or by double clicking on QuickLink icons. If a QuickLink icon is active the mouse pointer will change and display a different mouse icon once you are over a QuickLink icon. These icons are used throughout DiamondCounter. QuickLink makes it very easy to jump between screens and see related information. If you, for example, are viewing the item detail screen you might see a customer QuickLink icon. By using this QuickLink you would see customer related information on this item, such as who bought it or who it is on hold for. You might also see the QuickLink icon for a part. If you follow this link, DiamondCounter would display part related information of this item, such as what parts are associated with it.

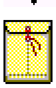
 QuickLink will display the details of the associated **Customer**

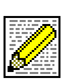
 QuickLink will display the details of the associated **Item**

 QuickLink will display the details of the associated **Supplier**

 QuickLink will display the details of the associated **Part**

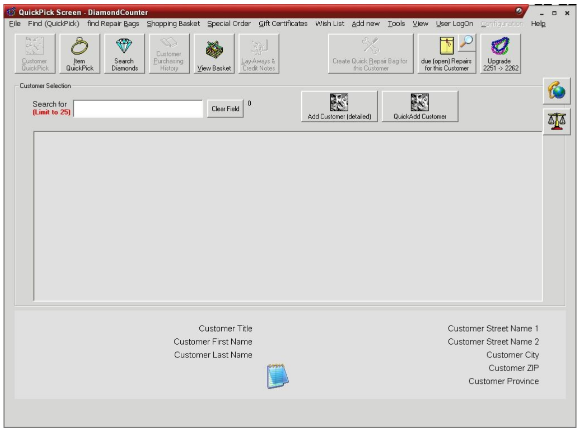
 QuickLink will display the details of the associated **Loose Stone**

 QuickLink will display the details of the associated **Repair Bag**

 QuickLink will display the details of the associated **Receipt**

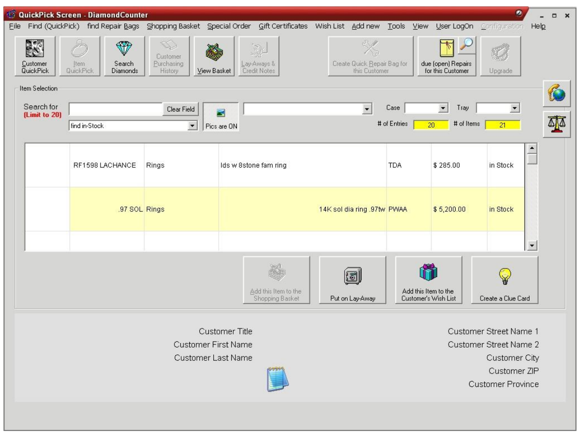
Commonly used Functions and Terminology

There are some functions that are commonly used throughout DiamondCounter that deserve some attention and special explanation. Please read through them to understand DiamondCounter software better.



There are basically two main screens, the **Customer QuickPick** Screen and the **Item QuickPick** screen. You will use these two screens the most, since they are your main focus when selling an item. You can reach each of these screens easily by pressing one of these buttons that are available on all of the screens being used in DiamondCounter. You can also get to these screens by selecting the '**QuickPick**' menu. Try it and you should be able to see the two screens.

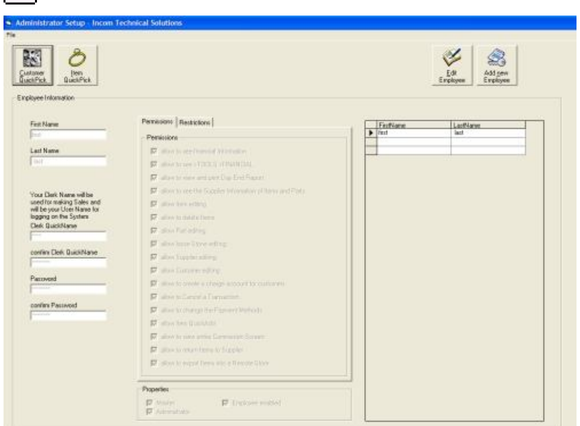
All other screens can be reached through either one of these two, so please consider these two screens as our start and main screens while we learn how to use DiamondCounter.



Configuring DiamondCounter

Adding a new User / Employee

Select ***Menu Configuration*** and then ***Configure Employees***



You may set up different employees with their first and last name. For ease of use of DiamondCounter each user will need a User ID (clerk name) and a password under which they can logon into DiamondCounter. Each user, depending on responsibility or job task, can have different levels of privileges assigned to them. These are selected by using the checkboxes. Once you have added a new user or changed details press the '**Update Changes**' or '**Add this Employee**', to cancel or delete the information press '**Cancel'**.

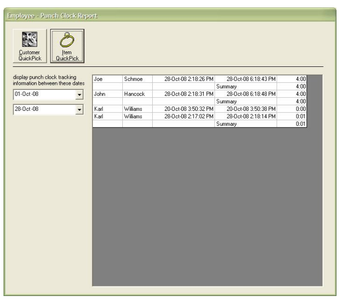
Using the Punch Clock Feature

Click the ***Punch Clock*** button on the ***Customer QuickPick*** or ***Item QuickPick*** 

To use the punch clock features of DiamondCounter, you must first click the punch clock button that is available in the bottom-right hand corner of the software on the Customer QuickPick or Item QuickPick. Once this button is clicked, the Punch Clock screen opens in the center of the software. From here, simply select your name from the dropdown box, type your password, and depending on whether you're checking in or checking out, the correct button will be automatically pressed for you.

Then just click **Continue, Punch in / Out** and the software will mark you as in or out.

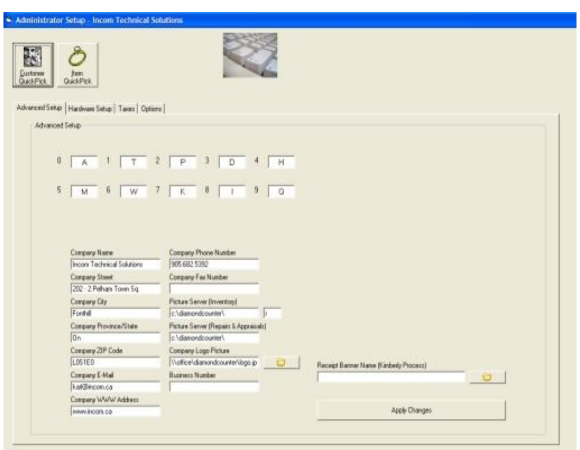
To view the reports at the end of the day or over a period of days, simple click on the **Report** button that is available on the bottom left hand corner of the Punch Clock screen



From this screen, you can view which members of your staff have punched in our out and when they did so. This can be useful for payroll or to see how hours are used during the day.

Configuring DiamondCounter

Select ***Menu Configuration*** and then ***Configure Software***



This window will help you custom configure DiamondCounter to your needs and store. After making your changes press '**Apply Changes**'. Any changes made will not be in effect until you restart DiamondCounter. By exiting this window without pressing **'Apply Changes'** any changes you have made will be deleted.

Price Code

The price code allows you to view the cost of each item in an "encoded" form while you selling an item. Any staff member entrusted with the knowledge of this code will be able to decipher the actual cost of the item. You set the actual code for your business. The easiest way to create a code is to create a ten letter word, with each letter being different, to represent each number from 0 to 9. Define each number with a letter and DiamondCounter will automatically translate the real cost into this code. So if an item costs $950 and you define the number '9' as letter 'A', the number '5' as 'B' and the number '0' as 'C'. The cost would read 'ABC'.

Company Information

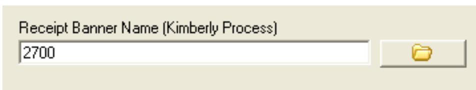
- Enter all the your company information here, i.e. name, address, etc.
- Picture server: Enter the location where DiamondCounter can find the pictures you have stored on the hard drive
- Company Logo Picture: Enter the location and file name of your company logo file that is stored on your hard drive

Adding a Banner to Your Receipt

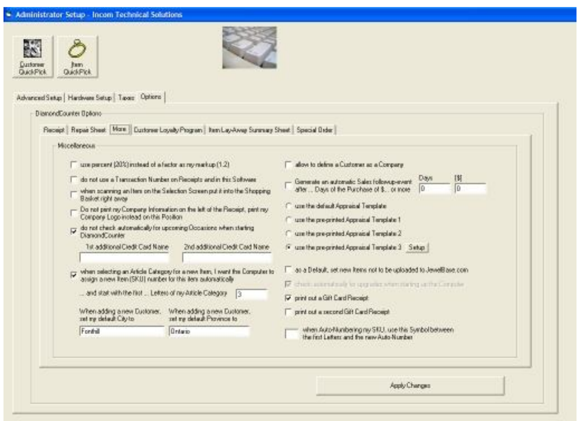
Select ***Configuration, Configure Software*** and then select the ***Advanced Setup*** tab

Click on the open file and then locate the file you want inserted. It should be in jpeg. format.

You can use this space for advertisement or to show your clients that your store complies with the Kimberly process.



DiamondCounter Options



Use the Options tab to configure DiamondCounter. You will find three different tabs that allow you to configure the receipt, the repair sheet as well as generic DiamondCounter configuration settings.

Receipt setup

Printing Discounts:
You can default DiamondCounter to always print discount information on the receipt by selecting the checkbox. Otherwise DiamondCounter will not print this information. However, no matter what you select, at the point of sale you will still be able to override this selection, the checkbox here is to set the default.

Paper Sizes:
DiamondCounter supports different sizes of paper, standard 8.5 x 11 inches and half sheets 8.5 x 5.5. If you want to use the half sheets please select the checkbox.

Landscape:
Check this box if you insert the half sheets as landscape into your printer and you do not use the paper size slider on your printer.

Turn the print out:
Check if the print comes out of the printer correctly. If it seems to be cut off half way through the paper please check this box.

Hessler receipt:
Check this box if you are using 'Hessler' receipts. These receipts come on an 8.5 x 11 sheet perforated in the middle with one receipt on each side.
You can also change the left side offset and right side print offset if the printout seems off centre.

Duplicate Receipt:
You can configure DiamondCounter to print out duplicate receipts as a default. However, once you are selling an item, you will still be able to change this setting.

Third Receipt:
DiamondCounter is able to print out an additional third receipt if you set the configuration to do so.

Middle align:
Check this box if you are inserting half sheets into your printer 'portrait' and your printer is middle aligning the sheets 9one slider on each side instead of only one)

Receipt Disclaimer:
You may also add a disclaimer that will be printed on the bottom of each receipt. You can also use this text line for other information you would like to have printed on the receipt, like your web address or your e-mail address.

Repair Sheet setup

Printing Repair Information (double):
DiamondCounter is able to print out repair information in two different ways. You can set up the software in a way that repair information will be printed out on an 8.5" * 11" (portrait) or 5.5" * 8.5" (portrait) paper (depending on how the receipt paper is set up). Or you can DiamondCounter print the repair information on an 8.5" * 5.5" sheet of paper with two copy on each side. This sheet can be used in transparent repair bags and will save you time writing all the information on your repair bag by hand.

Printing Repair Information (single):
As above, but prints the repair information on the entire half sheet.

Turn print out:
Check this box if the printout seems to be cut off half the way through the page.

Hessler 3-fold:
DiamondCounter is able to print the repair information on Hessler three fold sheets, one copy that you can keep, another copy for the customer and one copy that stays with the repair envelope. You may either staple the repair sheet to your existing envelope or use our zip-lock bags for your jewellery repairs, please contact us for further information.

Don't print the logo:
Set this checkbox if your repair sheets come pre-printed with your logo.

Print offset:
You can change the print offset if the print out seems to be off center on the paper.

Middle align:
Set this checkbox if your printer middle aligns the paper you inserted as portrait (two slider instead of only one)

Signature line for disclaimer:
If you wish to have a signature line for your customer on the repair sheet, check this box.

Signature line and date for pickup:
If you wish to have a signature line and pickup date line for your customer on the repair sheet, check this box.

Don't print the estimated price:
If you don't want DiamondCounter to print the estimated price on the repair sheet, check this box.

Ask for a clerks name before assigning a repair job:
Now when you fill out a repair sheet it will ask for your clerk name. It now makes it a mandatory field you must fill it out in order to proceed. The repair bag will "say taken in by ….". If you would like that feature check this box.

Print the repair price including taxes:
If you would like DiamondCounter to print repair price on the repair sheet with the taxes included, check this box.

More Options

Markup – Percentage or Factor:
You can set the markup to be calculated by a factor such as 1.2 or in percent (+20%) if you prefer.

Using Transaction Numbers:
You can set up DiamondCounter not to use transaction numbers on receipts and throughout the program

Scanning an Item:
You can force DiamondCounter to put a scanner item (once you are on the customer or item QuickPick screen) directly into the shopping basket. Otherwise DiamondCounter will only search for this item in your database and you will have to put this item in the shopping basket manually.

Printing the company logo:
DiamondCounter will print the company logo in the top middle of the receipt and your company information on the left. You can however adjust DiamondCounter to leave out the address information and print your company logo on the left side of the receipt instead.

Checking for upcoming Events:
DiamondCounter is capable of checking for upcoming events automatically with each start of the software. You can turn this feature however off, if you only wish to check manually for upcoming events such as birthdays etc.

Additional Credit Cards:
You can define up to two more Credit Cards if you wish, simply enter their names into these fields.

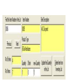
Auto-SKU numbers:
DiamondCounter is bale to assign an automatic SKU number to your new inventory item. This SKU number will be based on the article category. For example if your article category is "Engagement Ring" DiamondCounter could automatically assign the SKU number "ENG0010" to the item. In this case the software would have used the first three letters of the article category and would have assign an automatic number after it.

Define Customer as Company:
DiamondCounter allows you to define customers as companies, in this case the software will offer you another filed for the company name and will display the customer as company instead of an individual person (not recommended for retail use)

Create an automatic sales follow up reminder:
The software is capable to generate an automatic follow up reminder after a sale. Define after how many days you want the follow up reminder to come up and the minimum sales amount to trigger this function.

Appraisal Templates:
If you are using pre-printed appraisal forms check the appropriate check box.

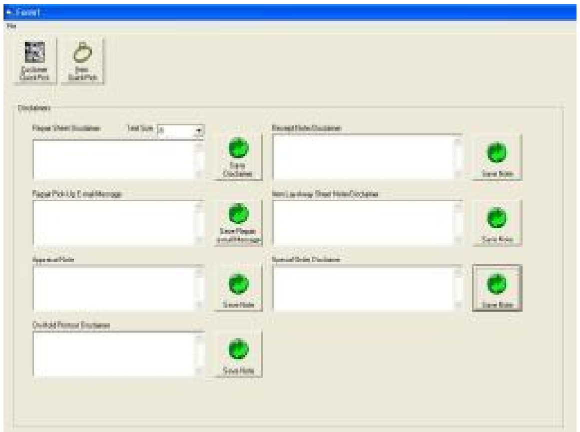
Check automatically for upgrades:
DiamondCounter is able to check automatically for upgrades of the software on the Internet and will inform you if such upgrades are available. If you wish that DiamondCounter checks for you automatically for those upgrades, check this box.



If starting up the software seems to be too slow or you are on a dial up Internet connection, you should disable this feature

Default City and Province/State:
You also have the option to define different default values when adding a new customer. If most of your customers reside in Burlington and their province is Ontario, you can enter these into the appropriate boxes. When adding a new customer, the city and province will show the default you have set but you will also be able to override them if needed.

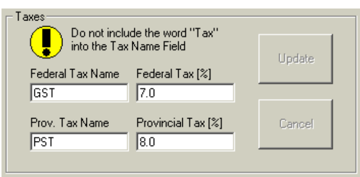
Receipt Disclaimers, Repair Disclaimers and Repair Pickup Messages



Use this configuration screen to enter your receipt disclaimer, repair disclaimer, repair pick-up default email message, appraisal note, on-hold printout, lay-away sheet note, and special order disclaimer.

Configuring the Taxes

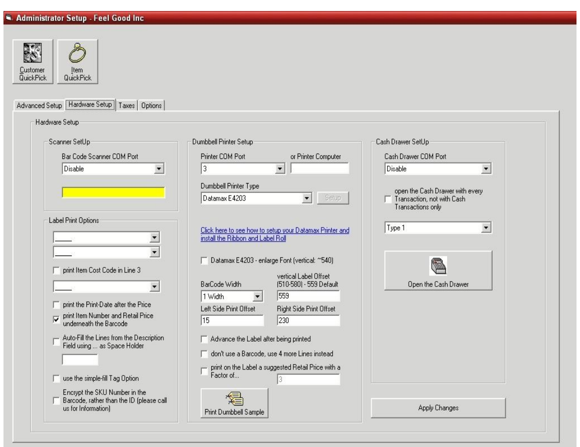
Select ***Menu Configuration*** and then ***DiamondCounter Setup***, and then select the ***Taxes*** Tab



DiamondCounter allows you to define your own tax rates. You may name up to two different tax names, for example one provincial tax and one federal tax. Give each tax the appropriate name in the text field and enter the valid tax rate for each. Once you are done press '**Update**' or press '**Cancel**' to select all the changes you have made to the tax fields.

Configuring the Hardware

Select ***Menu Configuration*** and then ***DiamondCounter Setup***, and then select the ***Hardware Setup*** Tab



Use this window to configure the hardware that is supported by DiamondCounter.

Scanner Setup

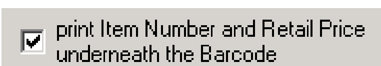
If you are using a barcode scanner, select the appropriate COM port of the device and save the selection. You may test the scanner by scanning any barcode; the actual data should appear in the scanner data field. If you don't have a scanner, select '**disabled**'. The scanner will only work if your software is registered and authorized!

Dumbbell Tag Printer Setup

If you are using a dumbbell tag printer, select the appropriate COM port of the device and save the selection. You may test the barcode printer by pressing '**Print Dumbbell Sample**'. Depending on the label you are using you may have to adjust the offset value of the two sides. Use a higher number if you want to get the printout more to the right, and use a smaller number if the printing needs to go more to the left. If you don't have a tag printer, select **'disabled'**.

If the printer is connected to another computer on the Network, you can use this printer as a network printer and print your labels from every other computer. You must share the "c:\DiamondCounter" folder of the computer where the printer is hooked up to. On the other computers select "disabled" for the printer COM port and enter in the printer computer line the location of the computer and the shared folder name, for example: **"\\computername\DiamondCounter\"**. Please do not omit the last "\" in this line!

The actual dumbbell that will be printed from you inventory will consist of two sides. One side contains the barcode of the item the other contains information about the item. You can customize the information side to your liking. There are four basic lines DiamondCounter can use to print information. They all can be customized by you for every item or can print default values.
DiamondCounter has defaults to print:
Line 1: Default - The Item Number of your store OR customize your own text for this line
Line 2: Default - The retail price of this item OR customize your own text for this line
Line 3: Default - The cost code of this item OR customize your own text for this line
Line 4: No Default – available for additional customized information



You can also use the left side of the tag for a little barcode that will be printed on the very top of the label. Right underneath the SKU number and retail price will be printed. That allows you to use all four lines on the right side of the label for typing additional information.

If you decide never to use a barcode, DiamondCounter will, omit the barcode entirely and allows you to use 8 lines of text in total.

The dumbbell tag will consist of a left side and a right side. If one or the other side is not in the right horizontal position you can easily use the two numbers for right offset and left offset to adjust the horizontal positions. The bigger the number, the more to the right on the label the printout will go. You can check the new setting by clicking on '**Print Dumbbell Sample**'. You must click on '**Apply Changes**' however, before the new numbers take affect. It is not required to restart DiamondCounter at this point.

You can force DiamondCounter to advance each label a bit after it has been printed out.

Cash Drawer Setup

If you are using a cash drawer, select the appropriate COM port of the device

Using different printers for receipts and repair sheets

DiamondCounter allows you to define and configure two different printers for your receipts and repair sheets. That may save you time switching the appropriate paper back and forward.
Select the appropriate printer for receipt and repair and save you changes. If no specific printer has been defines, DiamondCounter will, use the default printer of you computer for the print job.

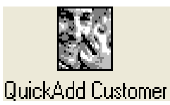
The QuickPick Screens


Click the button ***Customer QuickPick*** or ***Item QuickPick*** button

The QuickPick screens can be considered as your starting point, from where all the other screens and functions can be started. Here is a short explanation of functions you will find on these screens.

Available buttons

Brings you to the **QuickPick Customer** screen where you can select a customer



This button allows you to add a customer and his/her basic information ‘on the fly’.

Brings you to the **QuickPick Item** screen where you can select an item

Enables you to **Search** for a specific **Diamond**

Shows you the current contents of the **Shopping Basket**

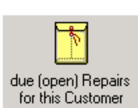
Displays the **Purchasing History** of the selected customer

Displays the **Layaway Payments** the selected customer has made to date and allows you to make a new Layaway payment

This button will only pop up whenever outstanding **Repairs** are due (not returned from goldsmith yet) within the next three days. Clicking this button will supply you with a list of all these repairs.

Lets you create a new **Repair Bag** for the selected customer

Logs you out as a user of DiamondCounter



Click this button the **see all open repairs** for this customer

Use this function to upgrade DiamondCounter to the latest version (if automatic check for upgrades has been set up in the configuration setup)

Use this button to open the Scrap Gold Calculator, which can aid you when purchasing scrap precious metals from clients.

Use this button to open the Punch Clock, so you can punch in and out and record your hours.

Use this button to open the Multi Layaway screen, to view all of a customer's layaway items and to make payments on them.

Upgrading your DiamondCounter Software

Select the menu ***Help*** and then ***Check for Upgrades…***

DiamondCounter is able to check on the Internet automatically for upgrades. If you have a valid subscription for upgrades with InCom Technical Solutions Inc. and a working connection to the Internet, DiamondCounter will check for you if a new version is available. If so you will be informed and asked you wish to download the changes. You should not be working with DiamondCounter while the changes are being downloaded. Once the download is completed DiamondCounter will do the installation of the new version for you, shut itself down and start running again.

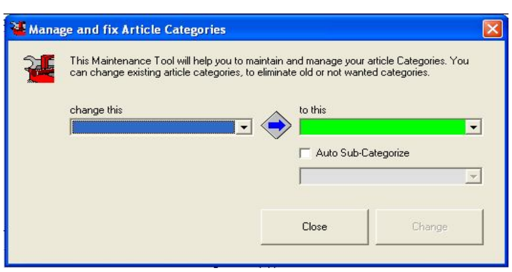
Running DiamondCounter on a Network with more than one Computer

DiamondCounter is capable of running on a network with more than one computer. Each computer, with its own CPU, keyboard, screen and mouse will be connected and talk at the same time to one database. Every change in this database, such as new inventory and a new sale will be visible on any other computer right after the change was made. For setting up your network and configuring the database, please get in touch with us. If you know computers well enough, you can also configure the ODBC connection of each computer by yourself. Simply call the Connection '**ODBCDiamondCounter**' and point it to the computer and location where the working database can be found.

Maintaining your Database

Fixing Article Categories

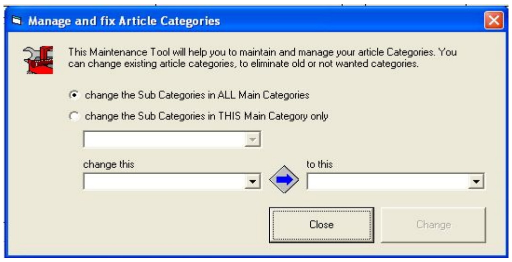
select the menu ***Tools and then Maintenance, fix Article Categories***



Here you can change existing article categories and change their name to another one, if you have too many categories defined or some categories are misspelled.

Fixing Sub-Article Categories

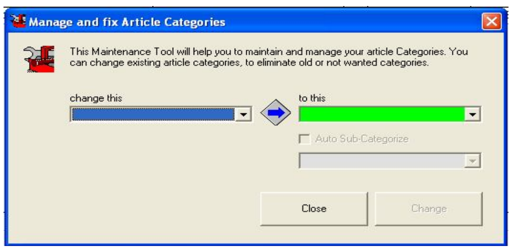
select the menu ***Tools and then Maintenance, fix Sub-Article Categories***



Here you can change existing sub-article categories and change their name to another one, if you have too many categories defined or some categories are misspelled.

Fixing Repair Categories

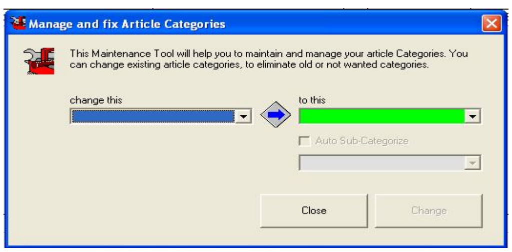
select the menu ***Tools and then Maintenance, fix Repair Categories***



Here you can change existing repair categories and change their name to another one, if you have too many categories defined or some categories are misspelled.

Fixing Repair Quick Work Instructions

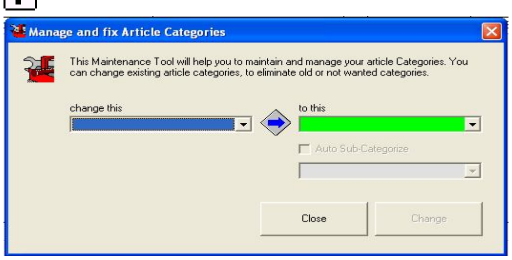
select the menu ***Tools and then Maintenance, fix Repair Quick Work Instructions***



Here you can change existing quick work instructions and their names to another one, if you have too many categories defined or some categories are misspelled.

Fixing Karat Categories

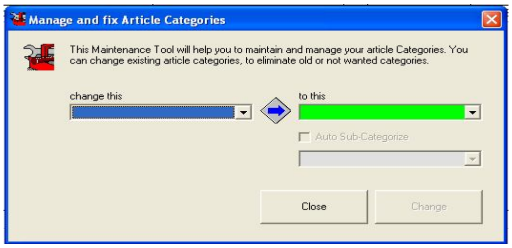
select the menu ***Tools and then Maintenance, fix Item Karat Categories***



Here you can change existing item karat categories and change their name to another one, if you have too many categories defined or some categories are misspelled.

Fixing Supplier List Categories

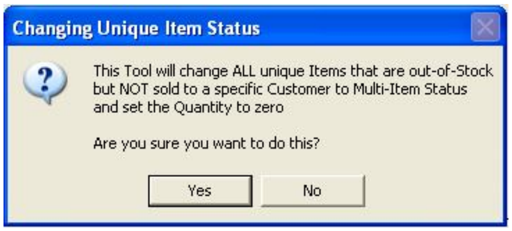
select the menu ***Tools and then Maintenance, fix Supplier List***



This tool can be used to clean up your supplier list in case you have one supplier listed under a similar name.

Change unique items to multi items

select the menu ***Tools and then Maintenance, change unique items to multi items***

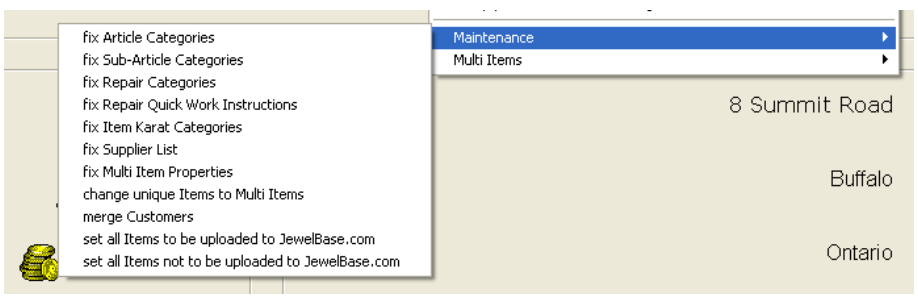


This tool will change the status of all unique items that are sold (but not to a specific customer, usually used after inventory synchronization) into multi-items.

Set all items to be uploaded/not uploaded to jewelbase.com

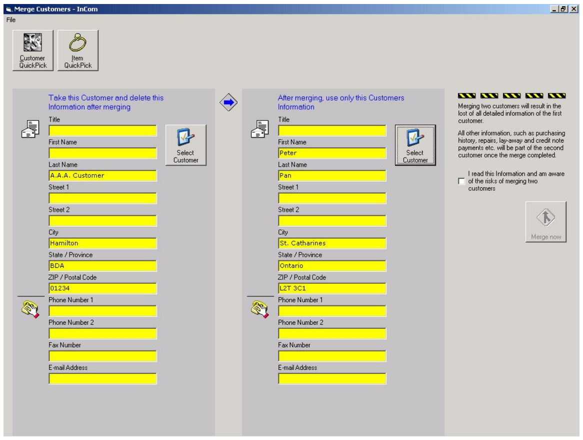
Select the menu ***Tools and then Maintenance, set all items to….. not to….***

You can set all your items to be to uploaded or not to be uploaded to Jewelbase.com. Provided you have paid for this service.



Merging Customers

select the menu ***Tools and then Maintenance, merge Customers***



Sometimes it will be necessary to merge two customers into one and move all the customer's information over. This can be used for example if you have two people on file that are getting married or your simply made a mistake and entered a customer twice, even though it is the same customer. This tool will move all known information, such as purchasing history, repair history etc. over to the new customer. Once this is done the 'old' customer will be deleted.

Once merging has been completed, the 'old' customer is deleted and cannot be retrieved anymore. Be sure about it what customers you are merging!

Selecting a Customer - The Customer QuickPick Screen

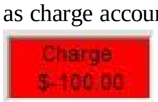
Click the button ***Customer QuickPick*** or select the menu ***QuickPick*** and then ***Customer***

When you start entering a search word into this field DiamondCounter will start and look for this information throughout the customer database. You may search for first name, last name, phone number or street name. Also partial information can be searched, so if you don't remember the whole phone number of a customer or if it was called "Main St." or "Main Rd.", DiamondCounter will find all customers that live on "Main" while you are entering this information. The more information and letters you enter, the fewer customers DiamondCounter will target and slowly refine the search and eventually locate the customer you were seeking. In the end you should either have the customer you were looking for or at least a very small selection of customers that meet the search criteria to choose from.

You may clear the search field and see all customers by clicking on this icon.

The bottom of the screen will display the selected customer to whom you can make a sale or create a repair. To display the details of the customer simply double click on the table of the customer you want to view or use the **QuickLink** icon.

On the bottom of the screen you will see the selected customer, specific icons will inform you about the customer's account, such as charge account and lay-away account and other customer properties.



Customer has Charge Account enabled

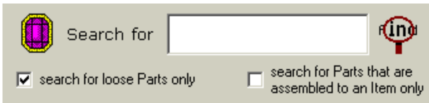
Customer has credit in Lay-Away or Credit Note Account

Customer has Loyalty Dollars Available

Customer has Notes available for viewing in the Notes section

Selecting a Part - The Part QuickPick Screen

Select the menu ***QuickPick*** and then ***Item***



Selecting by Keyword When you start entering a search word into the '**Search for**' field DiamondCounter will start to look for the item in the part database. You may search for a part by name or, brief or partial description. The more information you enter, the quicker and more accurate DiamondCounter will find the parts. In the end you should either have the part you were looking for or at least a very small selection of parts to choose from.

Using the Part Status There are two checkboxes, which you have the option of using to tell DiamondCounter the search criteria it should look for. '**Search for loose Parts only**' will find individual parts that are not associated (assembled) with another item. '**Search for Parts that are assembled to an Item only**' will search for parts, which are assembled into another item. So, if you look for an item that should still be a loose part and DiamondCounter cannot find it, simply check whether the right checkbox is selected.

You may clear the search field simply by clicking on this icon.

The right side of the screen will display the actual part that you have selected. To display the details of the part double click on the table of the part you want to view or use the **QuickLink** icon.

Selecting an Item - The Item QuickPick Screen

Click the button ***Item QuickPick*** or select the menu ***QuickPick*** and then ***Item***

Selecting by Keyword When you start entering a search word into the '**Search for**' field DiamondCounter will start looking for this information through the item database. You may search for an item by name or brief description. The more information you enter, the more refined and detailed the search and the fewer items DiamondCounter will find. In the end you should either have the item you were looking for or at least a very small selection of items to chose from.

Selecting by Article Group You may also use the Dropdown box to select an item. This box allows you to select certain article groups such as engagement rings, wedding bands etc. plus any others that are defined by the item article groups.

Using the Item Status is a dropdown menu that you can use to tell DiamondCounter what items it should look for. '**Search for in Stock items only**' will find items that are only in stock, while '**Search out Stock item only**' will search for items that have already been sold. So, if you look for an item that is still in stock and DiamondCounter cannot find it, simply check which option in the pulldown menu has been selected.
You can also search for a specific retail price if you enter the $ sign and then the amount you are looking for. DiamondCounter will find all items with a retail price of +/- $5.00 of the price you entered.
DiamondCounter is also able to search for a SKU or Item number your supplier is using, simply enter a @ sign and then the item number you are looking for.

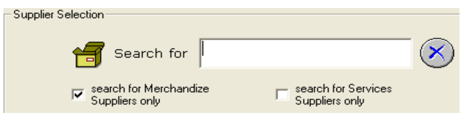
You may clear the search field simply by clicking on this icon.

Directly underneath the search field will display the item you have selected. To display the details of this item simply double click on the table of the item you want to view or use the **QuickLink** icon.
This window gives you a quick overview of the selected item. To see more details of this item double click on the item in the list. You may use the button '**Put the Item ___ into the Shopping Basket**' to sell the item. After clicking this button the actual shopping basket will pop up.
The field to the right of the item description will display the cost code of this item. You may change the cost code in DiamondCounter configuration setup.

If the item is defined as a Multi-Item you will be able to see how many items of this kind are still on hand or in stock on the far right. A Unique-Item or Single Item will display the status, if sold or not, instead.

Selecting a Supplier - The Supplier QuickPick Screen

Select the menu ***QuickPick*** and then ***Supplier***



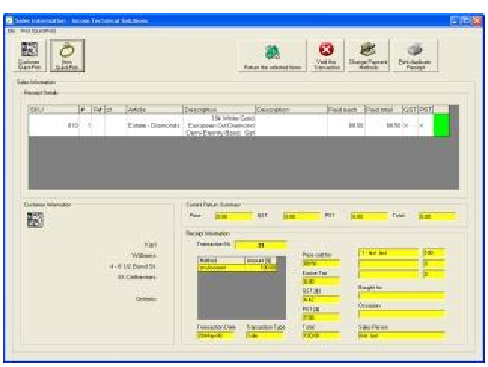
Selecting by Keyword When you start entering a search word into the '**Search for**' field DiamondCounter will look for this information in the supplier database. You may search for a <u>supplier name</u>, <u>supplier city</u>, and <u>contact person</u> or <u>phone number</u>. The more information you enter, the more accurate and quicker DiamondCounter will find the targeted supplier. In the end you should either have the supplier you were looking for or at least a very small selection of suppliers to chose from.

Using the Supplier 'Function' There are two checkboxes, which you have the option of using to tell DiamondCounter the supplier search criteria it should look for. '**Search for Merchandise Suppliers only**' will find suppliers, which supply actual merchandise and/or stock. '**Search for Services Suppliers only**' will search for service suppliers only. If you use a goldsmith or clock repairperson, they are good examples of a 'Service Supplier'.

You may clear the search field simply by clicking on this icon.

To display the details of the supplier double click on the table of the supplier you want to view or use the **QuickLink** icon. The right side of the screen will display the actual supplier that you have selected. It will display the phone number; fax number, e-mail address and web address provide you entered that information about the supplier.
You can launch your email program and send email or view a supplier's web page by clicking on the letter and world icons respectively. This allows you to send email or view his/her web page directly from supplier quick pick page.

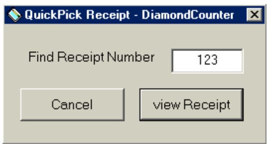
Searching for a Receipt



There are different ways of picking a receipt. You may find the receipt by its number, by an item that is on the receipt or by the customer who made the purchase.

By Receipt Number

Select Menu ***QuickPick*** and then ***Receipt***



A window will pop up asking you for the receipt number. Once you enter a valid receipt number, press enter and the appropriate receipt will be displayed.

By Item Number

Select the Item you want to see and click this button

By the Customer

Select the customer that made the purchase and click this button

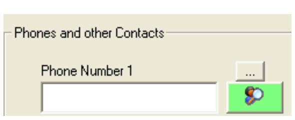
You will get a list of items that this customer has purchased. Select the item from this list that you wish to see receipt details for by clicking on the list once. Now double click the **QuickLink** icon and you will see the item details.

Now click on '**Sales Information'** and you will see the receipt details you were seeking.

Adding a Customer

Select the menu ***Add*** and then ***Customer***

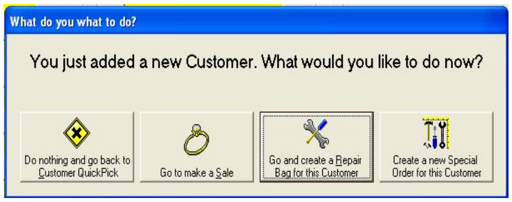
Adding customers is simple! Once you are in the customer detail screen you will be able to enter as much information about a customer as you need. You can enter as little as the last name to a complete profile. There are some dropdown boxes you can use that will save time. You don't need to enter the same information each time a new customer is entered. These dropdown boxes will "learn" while the database is growing. For example if you have once entered "Mr." as a title for a customer, this "Mr." will be available in the dropdown box the next time you want to add a customer. Once you are done press '**Add this Customer**' button to save the new information or press '**Cancel**' to delete it.



If you are on customer support or have paid for an annual subscription for the automatic look up feature you can add a new customer by entering in their phone number and clicking on the icon. To enable this feature you must download the SOAP Toolkit 3.0 which is available from the Microsoft ™ website.

The minimum information needed for a customer is his or her last name, all other information are only optional, can be left out or edited later.

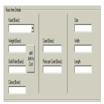
Sometimes you may not want to define a new customer, for example for simple walk-by traffic. In this case you could make up a customer and call him "AAA Customer" for his last name. You would now use this customer for all your generic sales and this customer would always be on the very top of your customer QuickPick list. However, you should be aware, that every time you use this customer to make a sale, tracking of sales and doing reliable sales analyzes becomes difficult.



Once you add a new customer, a small screen will pop up and ask what you would like to do next. You have four options: You can apply the new customer to a sale, to create a new repair bag, create a new special order or go back to the start screen.

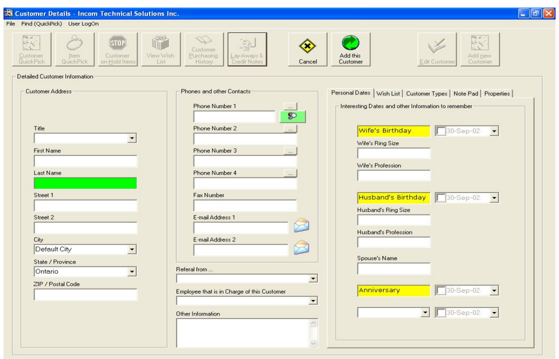
Editing a Customer

Select ***'Customer'*** from the ***QuickPick*** screen and double click on the table or use the ***QuickLink***



Once you are in the customer detail screen, click the '**Edit Customer**' button and all the fields will be enabled for editing. Do all the changes you need to do and click '**Update Changes**' once you are satisfied and ready to save the changes, or press '**Cancel**' and all changes made be disregarded and the old values will remain.

You can also select a specific staff member to deal with a certain customer or you can put on file if another client referred that customer to you.



In the section under the properties menu you can enable your client to have special privileges. You can set him/her up with a charge account, set them up with an automatic discount or let your customer collect loyalty dollars towards future purchases.

Deleting a Customer

Select a ***Customer*** from the QuickPick screen and double click on the table or use the ***QuickLink***

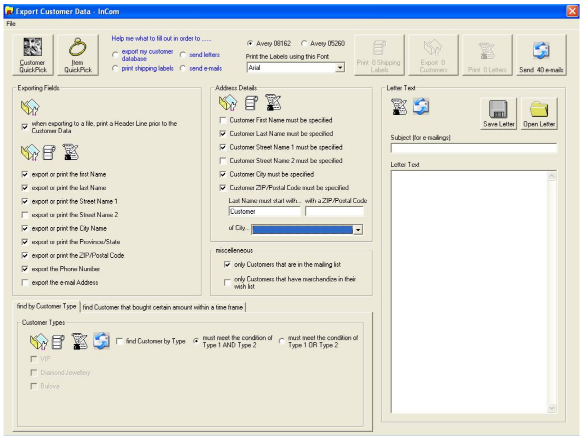
Once you are in the customer detail screen, click the '**Delete Customer**' button. A warning will come up informing you that this customer will be deleted and ask you to confirm.

A customer cannot be deleted if they have previously purchased something in your store. This is to prevent loss of information in the Customer Purchasing History.

Using your Customer Data File

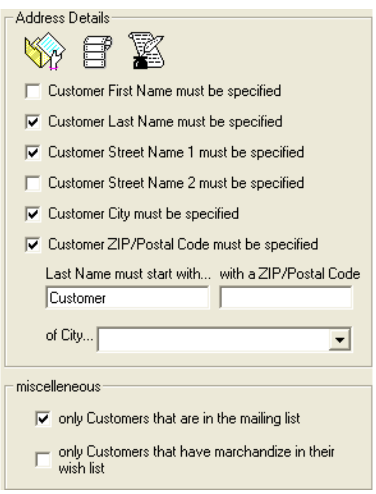
Exporting, Mailing Labels, Letters and E-mails

Select the menu ***Tools*** and then ***Customer Tools & CRM***, and then ***Print Labels, export Customer Database…***



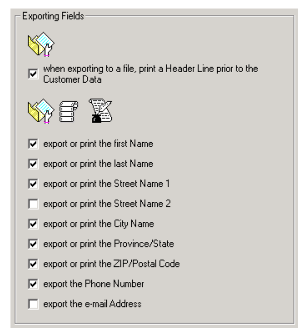
DiamondCounter allows you to print mailing labels, export your customer database, send mass mailing letter and e-mails to all of your customer or specific groups of customers.

If you are not sure what to fill out for what function, select one of these buttons and one of these icons will start to flash, indicating what you should enter or define in order to proceed.

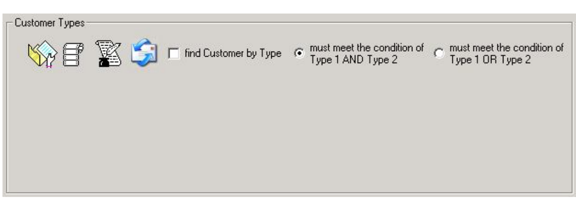


When exporting your customer database you need first to specify, what customers you want to export, meaning which fields of your customer address you wish to export, such as street name 1, street name 2 etc.

DiamondCounter allows you to print mailing labels, print letters or export your current customer data file into a file format that can be read from Excel. You must specify under what conditions you would like to have individual entries exported and can force DiamondCounter only to export a entry if for example last name, street, city AND zip or postal code are defined. All other customer entries where one or more of these conditions are not found, will not be exported. You can also tell DiamondCounter what fields to export, such as first name, last name city etc. You can also export customer information by a specific last name, zip code or by a specific city or only select customers that are on the mailing list.

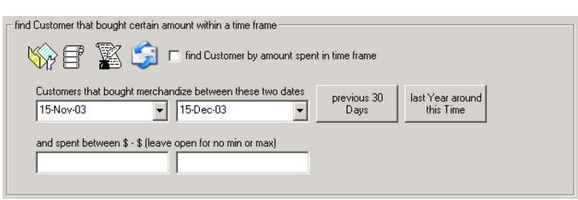


You can easily print out mailing labels using address labels Avery 08162 from DiamondCounter. To do so, simply click on this checkmark and then press 'Export Customer Data'. The customer information will now be printed on mailing labels instead of being exported to another file format. You will see on each label a unique number printed, identifying this customer. If you ever run out of labels and don't wish to print out all the labels from the very beginning, you can use this number and force DiamondCounter to print all customers from this number on.



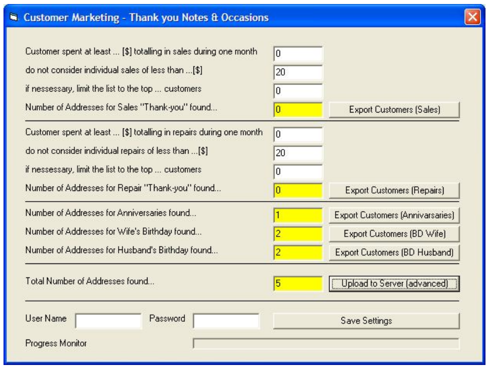
You can find specific customers by their types that you have defined in the configuration and send letters etc. to only this unique group of customers.

It is also possible to pinpoint out customers that purchased a certain amount within a selectable time period and send thank you cards or reminder notes to these customers.



Customer Marketing

Select the menu ***Tools*** and then ***Customer Tools & CRM***, and then ***Mailings (Thank-you Notes, Occasions)***



The Mailings menu option is geared towards marketing through one of Incom's business partners, Marketing Momentum. To make use of this powerful advertising function, simply select Mailings (Thank-you notes, Occasions) from the Customer Tools & CRM menu, and the window will open.

From here we can select specific criteria for sales and repairs and export the customers that match the criteria entered. To populate these lists, we must first fill in the required boxes. You must fill in the minimum amount of money for sales one month, then you fill in the exclusionary criteria for not considering sales under a certain dollar value. You can then further restrict your list if you want, by limiting the number of matches to a certain value (you can leave this at 0 if you want the entire list). Once you've filled in these values and the number of addresses the system pulls for you is acceptable, you can click the Export Customers (Sales) button, and export the list to a CSV file (which can be opened with Excel or another equivalent spreadsheet application). At this point, DiamondCounter will ask you for a save location and a file name. Simply navigate to where you want to save the file (the Desktop is a good choice in this instance), type in a file name to make it easily identifiable, and click Save. You can now open this file in a spreadsheet application like Excel and view it. This procedure is the same for both exporting Sales and Repairs.

Below the Sales and Repairs options, there are also options to export addresses for customers with Anniversaries, Wife's Birthday, and Husband's Birthday. These fields are not modifiable and are pulled from information already resident in the database.

Below this is a number reflecting the total number of addresses the system has pulled with the criteria provided, and a button that says Upload to Server (Advanced). This function is specifically for uploading your data to Marketing Momentum for mailings. To accomplish this, you must first contact Incom Technical Solutions and receive a username and password from us that will allow you to upload these data to our server. Once you have the username and password, you must fill them in, in the boxes provided, and click 'save settings'. Now when you click Upload to Server (Advanced), those data you selected will be uploaded to the server, and our partner, Marketing Momentum, will use these data to send out a mailing of glossy postcards with your store name on them, customized for each customer.

Please note that this feature is not included with your DiamondCounter license and requires an additional fee to use. Please contact Incom Technical Solutions for more information

Printing Labels in Microsoft Word From Extracted Data

Now that we have our file generated from the procedure above, we can continue with printing our mailing labels in Microsoft Word. To accomplish this, first you must open Microsoft Word. Once Word has loaded, you can select the 'Tools' menu, and then select the 'Mail Merge' option. Once this option has been selected, another window pops up asking you what type of document you'll be producing. Select the 'Mailing Labels' option and click Next.

Another box will open with two options in it, selectable by buttons. Click the second button that reads: 'Merge information from another type of file'. Navigate to where you saved the customer file you generated with DiamondCounter and select it. If you're having trouble finding your file, down near the bottom of this window there is an option that says 'Files of Type' and has a drop-down list. Click this drop-down list and select 'Text Files' from the list. Your file should now be visible. Select it and continue on.

At this point, several boxes will pop up in succession, with different options for your labels. The first box that appears will ask: 'Do you want to use entries in your first row of data as field names?' Select 'No' to this option. A new box will open, asking you which separator character your file uses. Select the 'comma' option and click 'OK'. The next box that appears will say 'Word needs to set up your merge document. Choose 'setup' button to finish setting up your document'. Click OK.

The Mail Merge Helper box now appears, with three (3) steps. Beside step one, there is a Setup… button. Click this button, and you're presented with the label setup options. For printer type, make sure 'laser and ink jet' is selected. For label type, enter the

brand of label, and then select the product number of that brand in the box on the bottom-left corner. Once you have completed these steps, click OK.

Now click the Insert Merge field button, and select fields F3, F4, F5, F7, F8, and F9. Set them up in the following configuration:

<<F3>> <<F4>>
<<F5>>
<<F7>>, <<F8>>
<<F9>>

This will display as follows on the label:

<first name> <last name>
<street address>
<city>, <state/prov>
<zip/postal code>

Once you have this configured, click OK.

Now, we can skip past Option 2 and move to Option 3. Click the 'Merge…' button. It will now ask you a few simple questions. You're going to merge to a new document, and make sure the option to 'Print blank lines when data fields are empty' option is selected. Once these options are selected, click the Merge button. Your data are now taken from your original file that you generated with DiamondCounter, merged into a Microsoft Word document and configured according to the label type you selected. Now simply load your labels in the printer correctly and print the document.

Understanding Unique-Items and Multi-Items

There are two kinds of items you can define in DiamondCounter. Those are Unique-Items and Multi-Items.

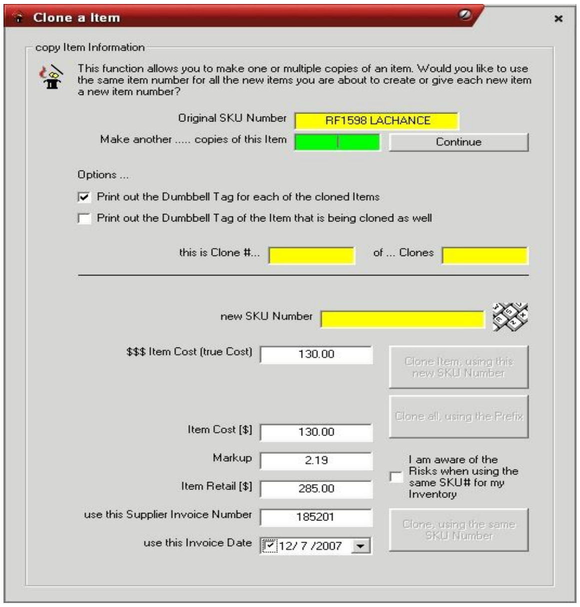
A Unique-Item is a distinct item that will be entirely different than any other item or only has some differences. It is an item whose quantity in stock will always be 'one' unlike a Multi-Item where you may carry 10 or 20 pieces of the exactly same kind.

If you define a new item and add it to the database it will automatically be a Unique-Item and its quantity in stock will be 1. DiamondCounter will track this item and know if the item is "in Stock", "sold" or "on hold". If this item gets sold it stays a Unique-Item. If this item however stays in stock you have a chance to update the quantity in stock and the item becomes now a Multi-Item.

While Unique-Item have the property of 'in-Stock' or 'sold' a Multi-Item has a property of 'Pieces in Stock'. You can set low and high limits of this Multi-Item Quantities and monitor reorder requests.

Updating Items Quantities and making Clones

To make a clone of the existing item select the menu ‘Multiply Item’ and then select the menu ‘make a clone of the item’. An identical copy of the existing item will be created.



You can copy, or clone an item. Cloning will copy one Unique-Item and will make an identical copy of it. This is time saving when entering several items with the same information. Simply enter all the information about an item once and save the item. Now, once you have inserted the item, click the ‘Multiply Item’ option at the top of the DiamondCounter window, then select ‘Make a clone of this item’. The cloning screen will then open, allowing you to select the criteria for your clone. First, you must select how many clones you’ll be making. You can also select whether or not you would like to print a dumbbell tag for each item at this stage. Once you’ve chosen your criteria, click the ‘Continue’ button to the right of where you entered the amount of clones you want, and move on.

Now, we move on to assigning a new SKU number to each of your cloned items. In the new SKU number box, simply type in either the new SKU you want for the clone, or enter the prefix that will be applied to all new cloned items. If you want to assign an individual SKU to each new item, simply type your new SKU in to the box, and select ‘Clone Item Using this new SKU Number’. DiamondCounter will then clone the first item, and then ask you once again to enter another SKU for the next item you’re cloning, until all the clones have been made. If you want the system to handle all the SKUing for your clones, simply enter the prefix that you want all of your new items to have, and click the ‘Clone All, Using the Prefix’ button. This will automatically assign a new SKU number to your items based on the prefix of the item. For instance, let’s say the item you’re cloning has a SKU of ABC123, and you want all of the new clones to start with ABC. What you would do in this instance is simply type ‘ABC’ into the new SKU number field, and then click ‘Clone All, Using the Prefix’. DiamondCounter will then automatically assign the next logical number to the end of that prefix. So the next item that got cloned would be ‘ABC124’, then ‘ABC125’ and so on like that.

You can also use an existing SKU number for the item just check the appropriate check box. By checking the box you assume all the risks of using the same SKU number. The primary concern when cloning an item with the same SKU is due to the fact that the wrong item might get sold. The computer creates a unique ID in the database for each item and what might happen is if you manually enter the SKU number in it may not give you the correct item ID even though it has the same SKU number. If you use a barcode scanner this is not an issue. The barcode will get the correct item due to it’s scanning of the unique barcode.

To upgrade the quantity of an existing multi item and to create a multi item out of a unique item select the ‘Multiply Item’ menu on the item detail screen and then select ‘Multiply Item’. A new screen will pop up where you can enter the amount of item you want to add to the inventory as well as the new cost of these items as well as invoice dates and invoice numbers. The valid cost for all the existing items in the database can be based on the old cost of items existing in the database or on the new cost of the items added to the database or an average of the existing items and the new items (default).

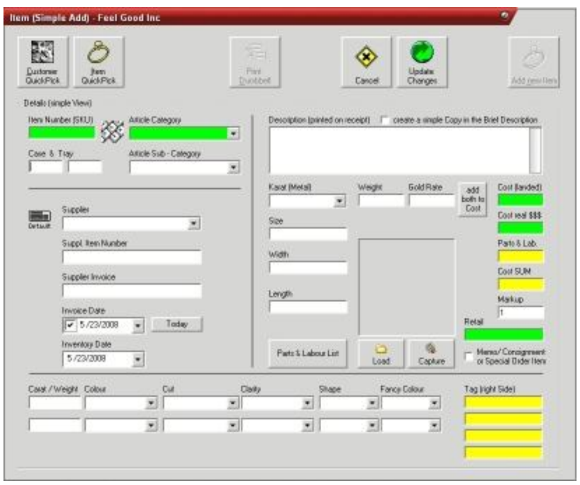
Adding an Item

Select the menu ***Add*** and then ***Item***

Once you are in the item detail screen you will be able to enter detailed information about an item. However, you do not need to enter all the information. The minimum information required is the actual item name or item number you will be using as well as the retail price. All other information like descriptions, weight, supplier information, dumbbell information or picture names are optional and can be edited later on. When done press the '**Add this Item**' button to save the new item or press '**Cancel**' to delete.

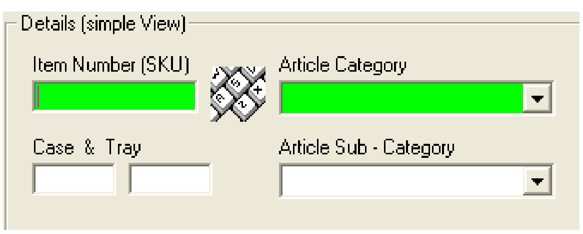
Adding an Item Using Simple Add

Click the ***Add New*** button and select from the menu ***Item Using Simple Add***



Use this screen to add an item quickly into DiamondCounter. It contains the most frequently used fields when entering in an item.

If you wish to get more descriptive about your item please use the regular add new item.

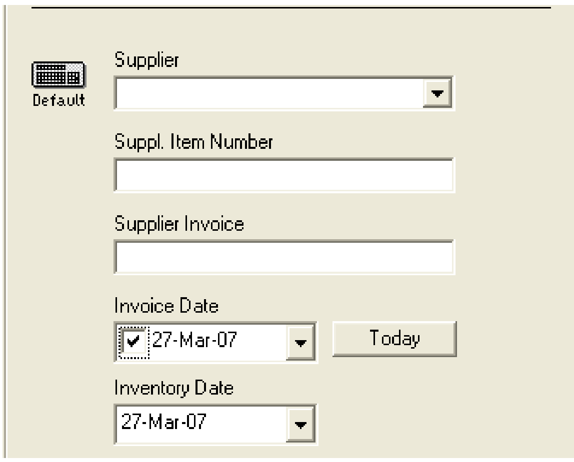


Item Number - This is your internal store item number (SKU). You can select another item by clicking on the button to the right with the three dots. It will give you a list of other item numbers to select.

Article Category - Product types are engagement rings or wedding bands. Using the product types makes your inventory control very clean and easy.

Try to keep the amount of article categories between 15 and 30. Even though it is completely up to you how many categories you want to use, try to keep it in this range, it will make it easier later on to track your inventory and make better decisions while analyzing your sales and inventory.

Article Sub-Category - You can use the article sub category to further divide the main categories. For example ladies and men's wedding bands.



Case and Tray – Enter in the case and tray number that this item appears in.
Supplier - Let's you tie a supplier to an item. The supplier must be already defined as one of your suppliers in the database or you will have to enter them as a new supplier.

Supplier Item Number - The Item Number the supplier is using

Supplier Invoice - The invoice number of the item once received

Invoice Date - The date of the invoice once received

Click this icon when entering a new item. It will automatically load all values like invoice number etc from the item that was entered last.

Description - This field allows entering more information and detail. This text will also be printed on the receipt once the item is sold.
Add a check to copy the description in the brief description of item.

Weight - You may enter the weight of the item here, this field is for your information only

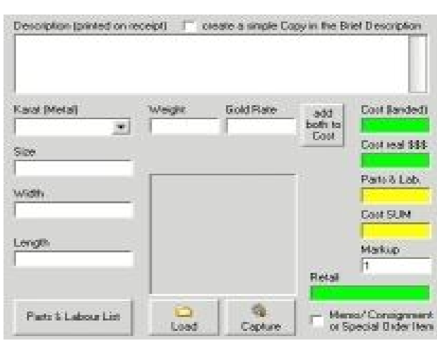
Karat - You may enter the karat of the item here, this field is for your information only

Gold Rate - You may enter the gold rate of the item here; this field is for your information only

For chains:

Size – Enter in the size of chain
Width – Enter in the width of the chain
Length – Enter in the length of the chain

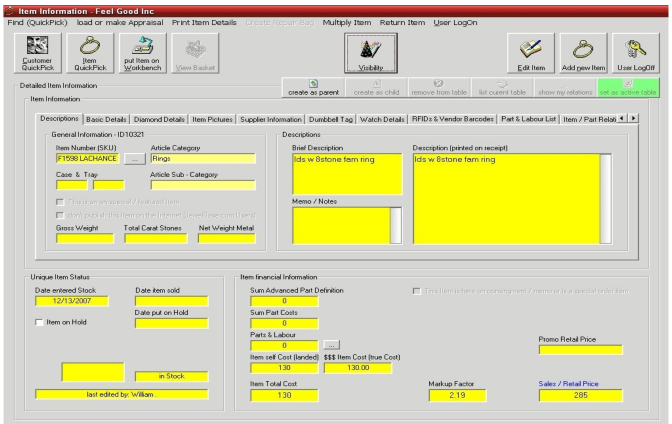
These two buttons will appear throughout the program allowing you to capture or load a picture into the system. To capture a picture via a real time camera click on the capture button. To load a picture just click on the load button and find the picture on your computer and click open. It's that easy.



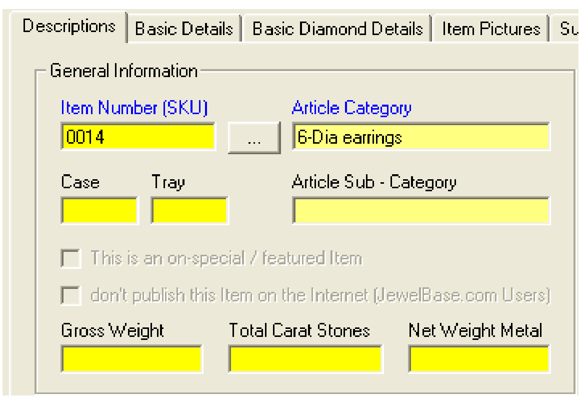
Item Detail Screen

Select the ***Item*** from the ***QuickPick Item*** screen and double click on the item in the table or use the ***QuickPick***

Once you are on the item detail screen you may scan another item to see its details. You do not have to select the other item by hand.



General Information



Item Number - This is your internal store item number (SKU). You can select another item by clicking on the button to the right with the three dots. It will give you a list of other item numbers to select.

Article Category - Product types are engagement rings or wedding bands. Using the product types makes your inventory control very clean and easy.

Try to keep the amount of article categories between 15 and 30. Even though it is completely up to you how many categories you want to use, try to keep it in this range, it will make it easier later on to track your inventory and make better decisions while analyzing your sales and inventory.

Article Sub-Category - You can use the article sub category to further divide the main categories. For example ladies and men's wedding bands.

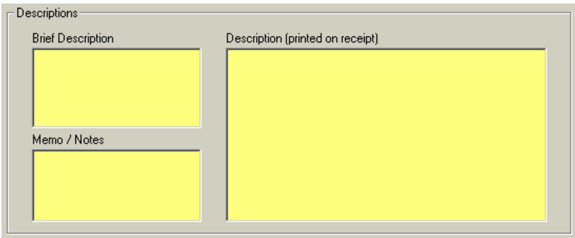
Weight - You may enter the weight of the item here, this field is for your information only

Karat - You may enter the karat of the item here, this field is for your information only

Gold Rate - You may enter the gold rate of the item here; this field is for your information only

Price per Carat - You may enter the price per Carat of the item here, this field is for your information only N.B. **–** DiamondCounter does not do any calculations from this field

Descriptions

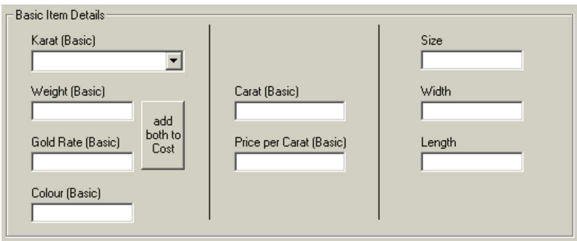


Brief Description - Let's you define a brief description of the item. Also used with the QuickPick Item search function.

Description - This field allows entering more information and detail. This text will also be printed on the receipt once the item is sold.

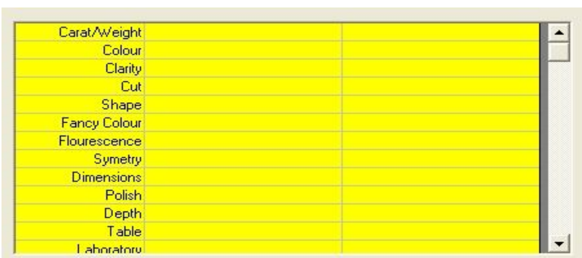
Memo – use this field to store any other information about this item

Basic Item Details



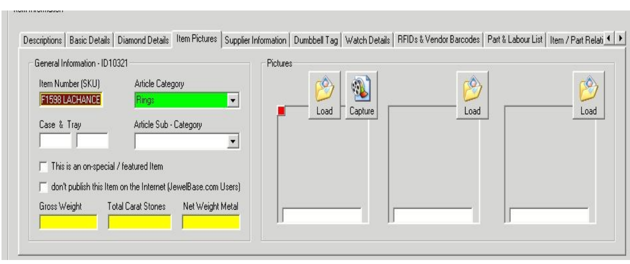
You can use this window to store any information about this item, such as weight, karat, carat, width and more. If you choose to enter the weight for this item and the gold rate, you can use the button "add both to cost" and DiamondCounter will multiply these two values and move this new number into the cost for your item.

Basic Diamond Details



DiamondCounter allows you to enter Diamond Details for each Item. Diamond Grading can easily be done by using the dropdown boxes and Diamonds in finished Jewellery can be searched from the Diamond Inventory Search Screen – finding any Diamond your are looking for in your current inventory.

Pictures



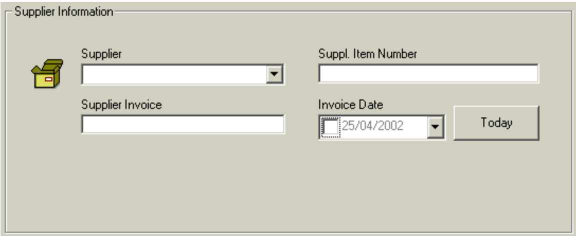
DiamondCounter is capable of using pictures throughout the program. There are used for item details, catalogues, appraisals etc. there are usually displayed in a little box – if you need to enlarge them, simply click once on the picture and a new screen with the enlarged image will pop up.

There are two ways to enter pictures into the DiamondCounter program and you can have up to three pictures per item.

1. Simply enter the file name of the picture into the field. As soon as DiamondCounter has found the file, the picture will be displayed. (See the Configuration guide of DiamondCounter when the picture is not being displayed properly). You do not have to enter the file extension if the picture has been stored as a jpeg file. If no file name has been specified, DiamondCounter will look automatically if it finds a picture on your computer under the item SKU number name. For example, the item SKU number is ABC001. If you store the appropriate picture on your computer and call it 'ABC001.jpg' DiamondCounter will find this picture automatically and will display it. You are not required to specify the name for this item in this case.

2. These two buttons will appear throughout the program allowing you to capture or load a picture into the system. To capture a picture via a real time camera click on the capture button. To load a picture just click on the load button and find the picture on your computer and click open. It's that easy.

Supplier Information

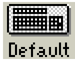


Supplier - Let's you tie a supplier to an item. The supplier must be already defined as one of your suppliers in the database or you will have to enter them as a new supplier.

Supplier Item Number - The Item Number the supplier is using

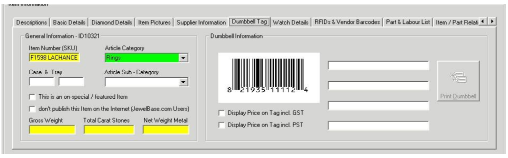
Supplier Invoice - The invoice number of the item once received

Invoice Date - The date of the invoice once received



Click this icon when entering a new item. It will automatically load all values like invoice number etc from the item that was entered last.

Dumbbell Tag

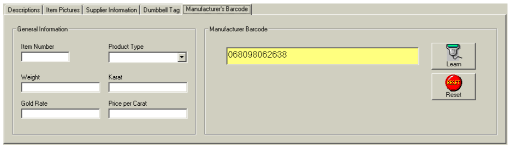


DiamondCounter is able to print dumbbell or rat-tail labels. You can define to look of your label in the hardware configuration of DiamondCounter. You can either:
Print a barcode on the left side of the label and print four individual lines of text on the right side of the label
Use these four lines and enter text in each of these lines separately or…

- Have DiamondCounter print automatically the item number into the first line and the retail price in the second line and the your cost code into the third line
- Or do not print a barcode on the left side of the label, but use another four lines of text instead
- Or print a tiny barcode on the left and have DiamondCounter print the item number and retail price print right underneath.

For printing a dumbbell simply press '**Print Dumbbell**' button. You must save your changes before you can print out the dumbbell label for this item. Before you do not update the changes the button will be disabled.

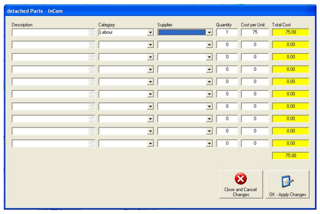
Manufacturer's Barcode



DiamondCounter is able to 'learn' barcodes that are supplied on items already. If you want to use this barcode instead of the barcode that DiamondCounter generates, click the '**Learn**' button and scan the appropriate barcode on the product. To delete this barcode press '**Reset**'.

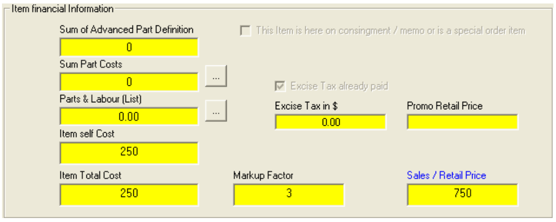
It is recommended that you barcode your jewellery using DiamondCounter specified barcode. This creates a more efficient inventory control, since every item gets it's own individual barcode instead of a generic barcode for multiple items.

Parts and Labour List



This item detail screen can be used as a cost sheet for parts, labour etc. DiamondCounter will automatically add the cost of all the fields and apply them to the final item cost.

Financial Information



This window will show you all the financial information about this item. Enter the cost of the item in '**Item Self Cost**'. Define your '**Markup**' and the '**Total Retail Price**' is calculated automatically. If you do not like the '**Total Retail Price**', for example the calculation is $1953.57 but you would rather have it to be $1949.99, simply change it in the '**Total Retail Price**' box and the '**Markup**' will be recalculated to reflect this new price. Pay attention to the checkbox '**Excise Tax already paid for**' (wherever applicable). If you purchased the item from a supplier, the excise tax is probably already paid for, so this checkbox should be marked (default is set). If you uncheck this box, 10% excise tax will be added to the Item Cost. The '**Sum Part Cost**' value is calculated from the sum of all the parts that are associated with this item. You can only change the amount in this box by altering the individual parts cost. The '**Item Total Cost**' is the sum of '**Sum Part Cost**' & '**Item Self Cost**' & '**Excise Tax**'. The '**Sum of advanced Part Definition**' will automatically be calculated when using the detailed cost sheet provided by DiamondCounter.

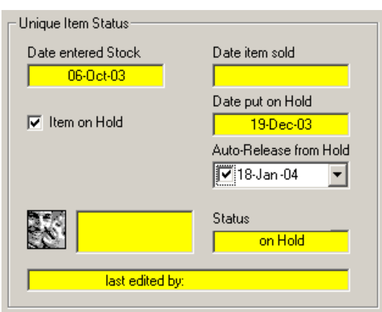
The three different cost values are as follows:

- **Sum of Advanced Part Definitions** – is the sum of all parts you defined in the item cost sheet (such as the total value of precious metals used, cost of all diamonds and labour)
- **Sum Part Cost** – the total cost of all loose parts that are assembled into this item
- **Parts and Labour List –** total cost of parts and labour of the item
- **Item Self Cost** – to total cost of the item itself (the amount that you paid to your supplier)
- **Item Total Cost** – the sum of the three amounts above

Consignment and special Order Items

You can define an item that you have in stock on consignment as such by setting the checkmark into this field, that will allow DiamondCounter to track this item as a piece that is part of your inventory but not part of your investment and will report the profit on this item differently.

Item Status - For Unique-Items

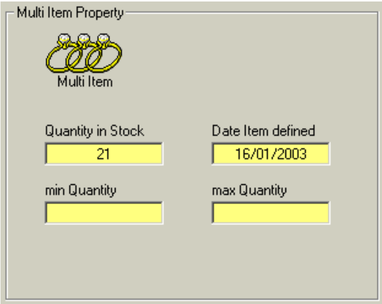


This window shows you the different statuses of an item, such as when the item entered the stock and when it was sold.

Items on-Hold - For Unique-Items

You are able to put an item on hold for a specific customer. To do so, simply select a customer with QuickPick Customer, go to this screen and set the check box 'tem on Hold'. The item is now on hold for this customer and a notation will appear if you try to sell it to somebody else. To remove the hold status, simply remove the checkmark. You can also let DiamondCounter automatically remove the 'on Hold' status after a selectable date. Please enter this date into the field 'Auto-Release from Hold'.

Item Status - For Multi-Items



This window shows you the quantity of the item you have in stock as well as the low and high limits that were set for this item.

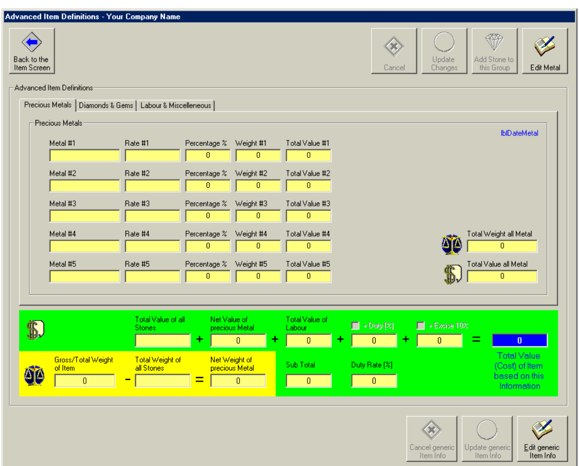
Some "Magic", viewing the Cost of an Item

To prevent customers from seeing financial information, a shortcut is built in DiamondCounter to make it easy for you to see them, but difficult for anybody else. If you are on the Item Detail Screen to view an item (not adding or editing one) the window with the financial information is hidden. Just "click and drag" the button with the Wizard Hat, using the left mouse button, over to the '**Logoff**' button. Now let the mouse button go. Presto! The financial information is now visible. To hide them quickly click on the little wizard hat again and the window will disappear.

Using the Item Cost Sheet (Item Advanced Definitions)

Select the right item, go to the Item Detail Screen and click on the ***Advanced Item Definition*** Tab

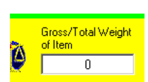
DiamondCounter allows you to define a cost sheet for all parts being used for a specific item, such as all the precious metals used, gems and diamonds as well as labour costs. These values and information are being stored in the database and can be retrieved and view at anytime. Once you have defined the item and clicked on the '**Advanced Item Definitions**' tab you should see this screen.

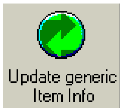


The yellow fields on the bottom will inform you about the weight of all the precious metals and gems or diamonds you have used in this cost sheet. It calculates the net weight of the metal being used by subtracting the weight of all stones from the gross weight of the item.

Changing the Gross Weight of an Item

To change the gross weight of this item, press '**Edit generic Item Info**' and enter the weight of the item in this field.





Once you are done entering the gross weight of the item press '**Update generic Item Info**' to save your changes or press '**Cancel generic Item info**' to exit the editing mode without saving your changes.

You have just defined a gross eight for the item. Since no gems or diamonds are entered, DiamondCounter will calculate the net weight as the gross weight. Let us continue and enter some precious metal that was used in the ring.

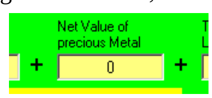
Entering precious Metals being used

To start editing a metal you have used for this piece of jewellery press '**Edit Metal**'. You are now able to enter the information of up to five metals used in these fields.

You must also enter the amount of this metal (in percent) and let DiamondCounter know, how many percent of each metal was put into this piece. The sum of all percentages you entered must add up to 100.

If you are done press '**Update Changes**' to save your work or press '**Cancel**' to exit without saving.

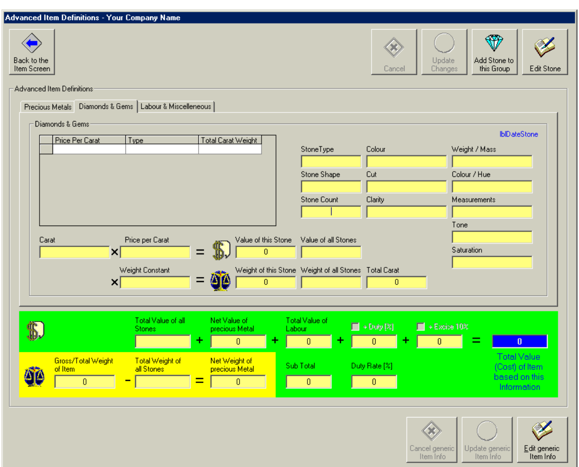
Based on your information and the net weight of this item, DiamondCounter has calculated the cost of the precious metal being used for you. You should see this cost in



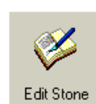
this field.

Entering Diamonds and Gems being used

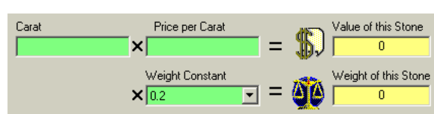
Please click on the '**Diamonds and Gems**' tab to define all stones that were used for this item.



You should now see this screen, displaying a list of all stones in this item. You can click on the list on one stone and view the detailed information on the right. Right underneath the list, the information about individual stone weights and costs as well as their values are displayed.



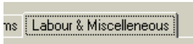
To add a new stone or to edit an existing please click one of these two buttons and the screen is ready for editing.



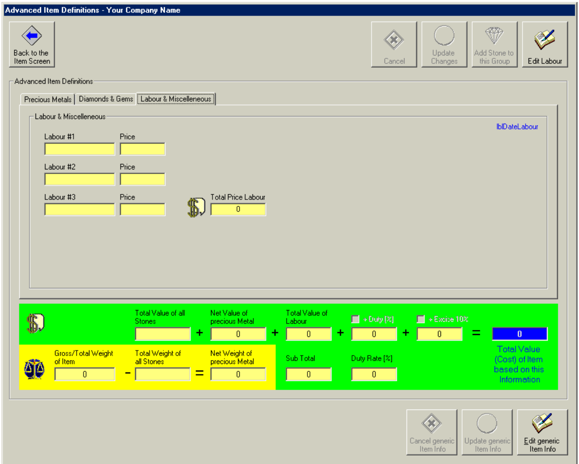
You can now enter the weight of this specific stone and the appropriate price per carat. DiamondCounter will now calculate the actual value of this stone and the weight (in gram) of this stone, based on the weight constant you specified.

If you are done press '**Update Changes**' to save your work or press '**Cancel**' to exit without saving.

Entering Labour being used



Please click on the '**Labour & Miscellaneous**' tab.

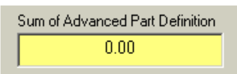


You should noiw see this screen, where you can define all labour that was put into this items, such as polishing, setting etc.

To start entering labour, press the button '**Edit Labour**'.

If you are done press '**Update Changes**' to save your work or press '**Cancel**' to exit without saving.

After you defined the precious metals, diamonds and labour, DiamondCounter has made its final calculation of total weights and costs and displays them on the bottom of the screen. The net weight of the item is now re-calculated (gross weight – total weight of all stones). The total values of precious metals, stones and labour are added up to the final price. You are now ready to leave this screen by clicking on '**Back to the Main Screen**', which will bring you back to the item detail screen. DiamondCounter will now check if any changes to the advanced item definitions were actually done and will ask you if you want to update the item detail screen. DiamondCounter will update the information on gross weight, total carat stones and net weight metal in its appropriate fields. DiamondCounter will furthermore update the cost in the field '**Sum of Advanced Part Definition**'.

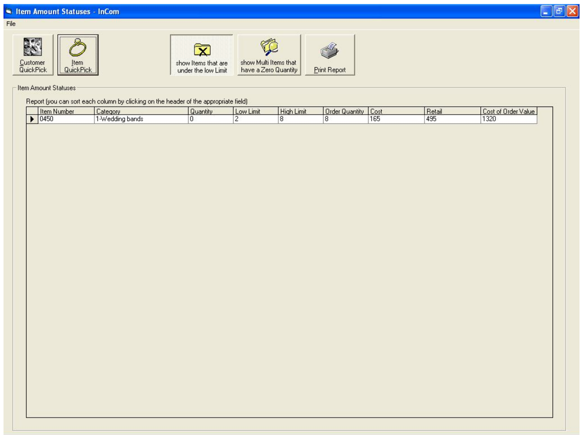


You have to check and possibly re-adjust the retail value of this item, once you made any changes to the advanced item definition setup!

Multi Items

Checking for items that should be re-ordered

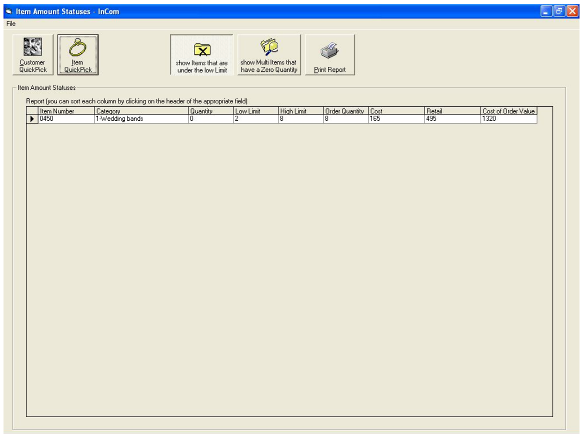
Select the ***Tools Menu*** and select ***Multi Items, Check for Items that are under the low Limit***



DiamondCounter will supply you with a list of multi-items that fell under their low limit. You will retrieve information about how many to re-order and what the cost for this multi-item will be.

Checking for multi-items with zero quantity

Select the ***Tools Menu*** and select ***Multi Items, Show Multi Items with zero Quantity***



DiamondCounter will supply you with a list of multi-items that have a zero quantity and may be due for re-ordering.

Parent/Child Relations

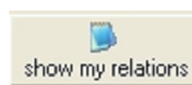
Creating Parent / Child Relations

Double-click on an item on the ***Item QuickPick*** and select ***Create as Parent***

If you have multiple pieces in your inventory that can or should be sold together, you can make sure that they are added to the final sale automatically by using the Parent/Child Relations options. The Parent/Child Relations makes it easy for you to make sure you have every piece of a particular set added at the time of sale without having to go back-and-forth between the shopping basket and the Item QuickPick.

To set up a Parent/Child Relation, you must first select the 'Parent' item. This can be done on the Item Properties Sheet. Simply double-click on the item in the Item QuickPick and then click the 'Create as Parent' button. Once the parent is selected, you must select the Child (or Children) that also go with this item. This is done by selecting the items you want as Child items, double-clicking them to get to their properties sheet, and clicking the 'Create as Child' button on each one.

If at any time you would like to see the items that have been attached to the parent, simply select the parent item and click the 'Show my Relations' button on the right-hand side of the screen (underneath the 'Scrap Gold Calculator' button) to see the items that are related to the parent item. This button is also available by double-clicking on the parent item in the Item QuickPick. Also note that if you do not have a parent item selected, this button will not appear!



If you want to stop working on the current Parent/Child table and begin working on another one, click the 'Clear Active Table' button.

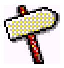
If you want to remove an item from the Parent/Child table, simply find the item in the Item QuickPick, double-click to get to the properties sheet for the item, and click the 'Remove from Table' button.

If at any time you want to see a list of items in the current table, simply click the 'List Current Table' button.

From both the Customer QuickPick screen and the Item QuickPick screen, this button will appear if there are Parent/Child Relations available for viewing on the selected item. This button will appear directly under the Scrap Gold Calculator button.

Now, when you go to add a Parent item to the basket, when you add it, it will bring all of the child items associated with it to the basket as well with one quick click.

Merging loose Diamonds and Parts with Items



Follow these steps to assemble an item out of loose parts and loose stones

DiamondCounter offers many functions to help your store to be more customer oriented. DiamondCounter also makes it possible to receive item information as well as supplier information about purchases done previously. This important function is also available for items that are customized at your store for the customer and will display every detail of this item. This step-by-step guide will lead you through the making of a customized item.

Let us make an item with the item number "ENG001" that includes one mount, some labour, one diamond and 5 emeralds.

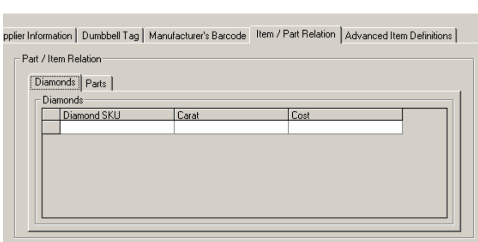
- Add a new item and name it "ENG001". Do not put in a cost, since this item really doesn't exist yet and needs to be produced.
- Add a new part and call it "MOUNT1", give it a cost of let's say $100.00. This is our new mount that we will need later
- Add a new part and call it "LABOUR1", give it a cost of $200.00. This is our labour of the item.
- Add one new loose stone, a "Diamond" and don't forget the cost of this stone, like $500.00

That should be all for now and we can start to make our new item.

1. Go to the **QuickPick item** screen and select the new item "ENG001" and use the **QuickLink** to see its details. You see that the retail and cost of this item is zero since we haven't assigned a price to it and it doesn't consist of any parts or stones yet.
2. Click the button 'put Item on Workbench' so we can work on this item. The button should now blink and indicate that the item is on your virtual workbench.
3. Now select the menu **QuickPick part** and select the mount "MOUNT1" out of the list. Using **QuickLink** go to the part detail screen.
4. Press '**merge Part with Item**'.

DiamondCounter shows you the part been moved over to the item and updates the cost for this new item. Looks like we are getting there!
Go to **QuickPick part** and select "LABOUR1" (our made up part) and use the **QuickLink** to see the part detail.
Press '**merge Part with Item**', just like the time before.
Now we have two parts associated with the item. All we have to do now is to move the loose stones to the item.

1. Select the button **"Search Diamonds" or the menu QuickPick Diamonds** and select the one diamond out of the list. The details should now be displayed.
2. Click now the button '**merge Stone with Item**'
3. The diamond is now moved to the item



If you now look at the item detail you should see in the part list the three things that we just assembled into this item: the mount, the labour and the diamond. Also the cost of the item is updated, enter a markup and you are done.

You see how useful this function can be. When you want to see what is included in this item, you can call up the item detail screen and see all the associated parts. To see details on each part, double click on the list. Please note, a loose stone moved to an item will become a part and will no longer appear in your loose stone library.

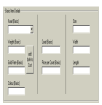
You can also move parts and stones away from an item, for example if you change your mind or take too many loose stones or make a mistake.

Follow these steps to move a part or stone away from an assembled item

1. Select the item you want to work on and use the **QuickLink** to see the item detail screen
2. Put the item on the virtual workbench by pressing the button
3. Select the part you want to move out of the associated part list and double click on it
4. You now see the part or stone details
5. Press '**put Part back into Chest**' DiamondCounter will now update the part-item information and make adjustments to the cost. You have to approve this new price and make adjustments to it if necessary.

Editing an Item

Select an ***Item*** from the ***QuickPick*** screen and double click on the table or use the ***QuickLink***



Once you are on the item detail screen, click the '**Edit Item**' button and all the fields will be enabled for editing. Do all the changes needed and click '**Update Changes**' to save the changes you have made, or press '**Cancel**' and all changes will be disregarded and the old values will be retained.

Be careful editing an item if it is sold. This could cause discrepancies later!

Deleting an Item

Select an ***Item*** from the ***QuickPick*** screen and double click on the table or use the ***QuickLink***

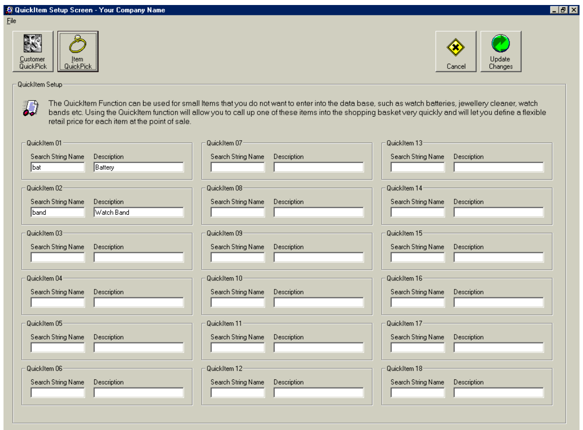
Once you are on the item detail screen, click the '**Delete Item**' button. A warning will come up informing you that this item will be deleted and ask you to confirm.

An Item cannot be deleted if it has been purchased or it has parts associated with it.

Setting up QuickItems

Select ***Menu Tools*** and then ***QuickItem Setup***

A **QuickItem** is an item, which you don't need or want listed in 'perpetual inventory'. These might be batteries, watchbands, etc. They are fast turn over items, which are usually small in value.



QuickItems can be used at the point of sale to save time entering item information on small items. If you choose not to put all these small items into your inventory database, you can still sell them in a quick and easy way. While the **QuickPick** item function will look for perpetual inventory item numbers of your store, the **QuickItem** function will look in this table to find an item not listed by item number in the inventory database.
This window allows you to set up these QuickItems. Under '**Search String Name'** you can enter any name or short form of an item. DiamondCounter will locate this item and the description will be will be printed on the receipt. So, if you sell many batteries you can define the description as 'battery' and the search string as 'bat'. When you are on the QuickPick item screen and enter 'bat' DiamondCounter will find the battery and ask you for the quantity to be sold and the price of each. The **QuickItems** are not considered part of your inventory and are not tracked.

If you are using a barcode scanner, you may use the barcode sheet that comes with the DiamondCounter to define your own **QuickItems**. For example, use the first QuickItem (0156) and name it "Battery" on the sheet and name the second QuickItem (0256) "Watchband". Now you can use this barcode to call up your QuickItems by simply scanning them.

Selling an Item that is not part of your Inventory

The QuickItem function is also an excellent tool if you wish to sell other items, such as custom jewellery, that is not in inventory yet. Simply define one of the QuickItems as "Custom Jewellery" what will allow you to call up this generic item at the point of sale. Once you are there, you will still be able to assign the valid article category and description to it. You may also add and edit this item later in your database.

Using the QuickItem Shopping Cart

The QuickItem Shopping Cart is a simple and efficient way to quickly add common items to your client's basket. To set up the QuickItem Shopping Cart, simply select the Tools menu, and then select QuickItem Setup. Once in the QuickItem Setup menu, simply add a QuickItem like normal, but make sure to set a default cost to the item. Make sure to save your changes before navigating away from this page.

Now, on the Customer QuickPick or Item QuickPick screens, you can simply click the QuickItem Shopping Cart button, and a list of all your QuickItems (up to nine total) with a default cost set will appear on the screen. Now just simply click on the item the user wants to add to their basket, and continue on like you normally would to ring out a sale, or continue shopping. This feature is especially useful for users of touch-sensitive screens.

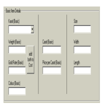
Adding a Part

Select the menu ***Add*** and then ***Part***

Once you are in the part detail screen you will be able to enter detailed information about the part. However, you do not need to enter all the information. The minimum information required is the actual part name also the cost is required. When done press the '**Add this Part'** button to save the new part or press '**Cancel**' to delete.

Editing a Part

Select a ***Part*** from the ***QuickPick*** screen and double click on the table or use the ***QuickLink***

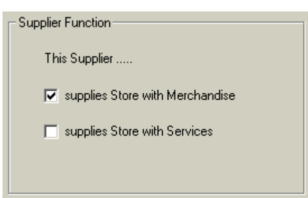


Once you are in the part detail screen, click the '**Edit Part**' button and all the fields will be enabled for editing. Do all the changes needed and click '**Update Changes**' to save the changes, or press '**Cancel**' and all changes will be disregarded and the old values will be retained.

Adding a Supplier

Select the menu ***Add*** and then ***Supplier***

Once you are in the supplier detail screen you will be able to enter detailed information about the supplier. However, you do not need to enter all the information. The minimum information required is the actual supplier name. When done press the '**Add this Supplier'** button to save the new information or press '**Cancel**' to delete.

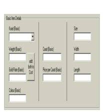


There are two different kinds of suppliers, suppliers that supply your store with merchandise and the other that supply your store with services, such as goldsmiths and clock repairs. Please use the appropriate checkbox to select the suitable category.

If you enter a suppliers email address or web page address you can launch your email program and send email or view a suppliers a web page by clicking on the letter or world icons respectively. This allows you to send email or view his/her web page directly from supplier quick pick page.

Editing a Supplier

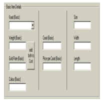
Select a ***Supplier*** from the ***QuickPick*** screen and double click on the table or use the ***QuickLink***



Once you are in the supplier detail screen, click the '**Edit Supplier**' button and all the fields will be enabled for editing. Do the changes needed and click '**Update Changes**' to save them, or press '**Cancel**' and all changes will be disregarded and the old values will be retained.

Merge a Supplier

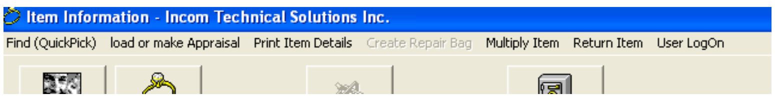
Select a ***Supplier*** from the ***QuickPick*** screen and double click on the table or use the ***QuickLink***

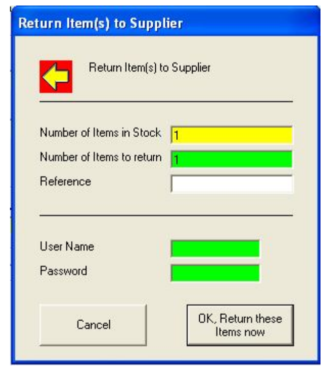


Once you are in the supplier detail screen, click the '**Edit Supplier**' button and all the fields will be enabled for editing. Do the changes needed and click '**Update Changes**' to save them, or press '**Cancel**' and all changes will be disregarded and the old values will be retained.

Returning an Item To a Supplier

Click the button ***Item QuickPick*** and select the ***Item*** from your list



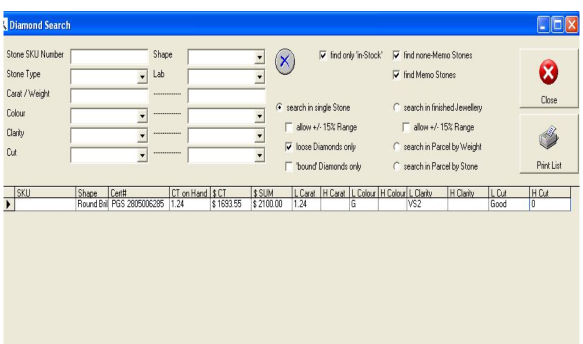


Select the item that you wish to return to your supplier by going into the item quick pick screen and finding the item. Double click on the item to get to the detailed item information screen. Once on the detailed item information screen click on return item tab at the top. A menu will appear showing you what quantity of that item you have in stock and it will ask you how many you wish to return. You will then enter in the amount along with a reference number if needed. Login and click the "OK, Return these items now " button to complete your transaction.

Diamond Inventory

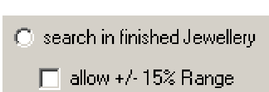
Finding a Diamond

Click the button ***Search Diamonds***



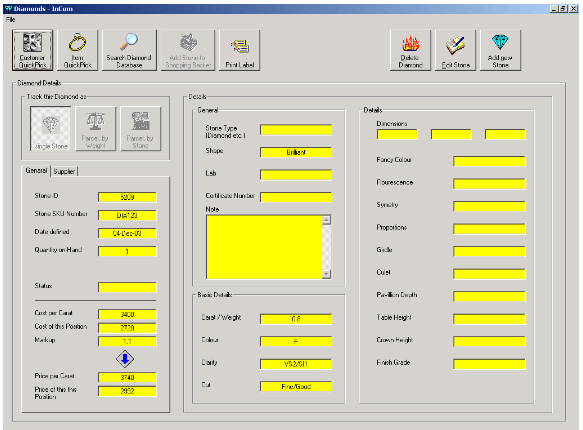
This will open the search screen for loose diamonds. From here you can search for single / individual stones, diamond parcels by stone and diamond parcels by weight. You will be able to search stones by their carat weight, colour, cut and clarity as well as for certificate number and more. DiamondCounter will perform a search for the diamond and supply you with a list of diamond that matched the search criteria.

If you wish to see the details of a diamond that is displayed in the list you may either select it by clicking on the list and close the screen or simply double click on the diamond in the list.



DiamondCounter also allows you to search in your finished jewellery good to search for diamonds of a certain quality. The diamond details need to be entered prior into the item detail screen under 'Basic Diamond Details'. Once a search is performed, DiamondCounter will display a list of all finished items with the diamond quality you were searching for.

Viewing the Diamond Details



Once you have found the diamond you were looking for you will see the diamond detail screen.

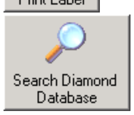
From here you can:

Add new stones to the database

Edit an existing stone

Delete an existing stone

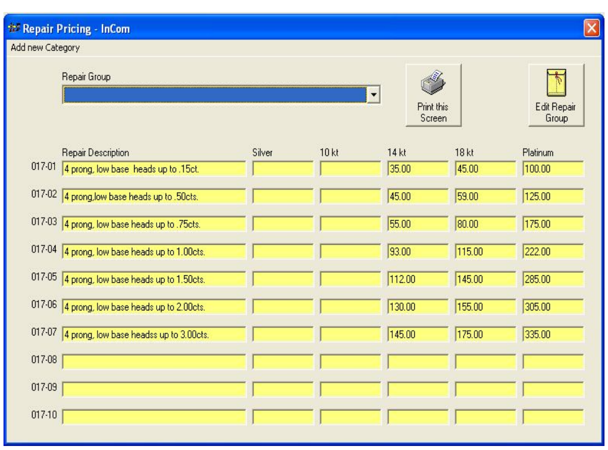
Print a label for the stone



And start a new search for another stone

Setting up the Repair Pricing Guide

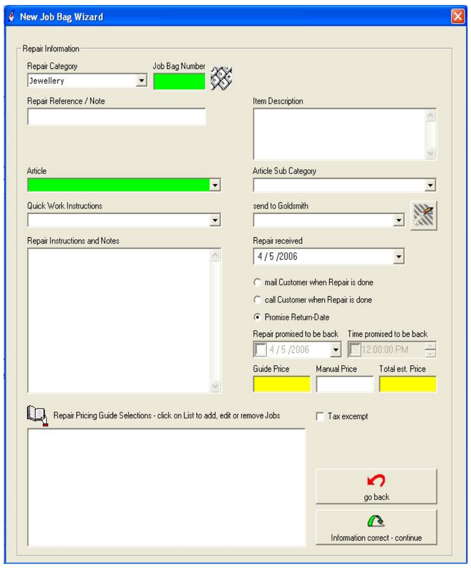
Select the menu ***Tools*** and then ***Setup Repair Pricing Guide***



DiamondCounter offers you a built in repair-pricing guide that you can setup to your needs. It comes with pre-defined repair categories such as ring sizing, however, it is up to you to confirm the given prices and enter the appropriate values. You can also add new repair categories to the system if the ones that are already entered are not enough for your purposes. You can print the screen by using the print icon.

Creating a new Repair Bag

Click the 



This window will guide you in creating a new repair bag. The fields at the top can all be filled out, however just the ones that are marked green are required fields. You will not be able to continue without having the required fields completed. The database will 'learn' certain phrases and you will be able to use the dropdown boxes when in this screen. If you have to define a new or different '**Article**', the name must be entered. The '**QuickWork Instructions**' is where general tasks are simply described in a few words, for example 'Sizing'. In the field '**Repair Instruction**' more information and a better-detailed description can be noted about what needs to be done to the repair item. A useful field is the '**Repair promised to be back**'. You may leave this field empty, meaning that the repair is back in approximately two weeks or so. You can also enter a promised date for this repair. If you use this option, DiamondCounter will look for promised repairs, days in advance and notify you about the nearness of these upcoming repairs. You can also use the field 'Repair Reference / Note' to put a specific Reference on this Repair Bag, DiamondCounter will later be able to find this repair bag by this number. You can also make the whole repair bag tax exempt if you wish. When done click the '**Information Correct – Continue**' button and the repair is created. If you press '**go back**' all the entries you have made will be deleted and you will return to the QuickPick screen. After you click the '**Information Correct – Continue**' button, you'll be presented with the created repair bag and another window will pop up that will allow the customer to place a deposit on the item being repaired. If they do not wish to place a deposit down, simply click the '**Continue WITHOUT Deposit**' button. If they wish to make a deposit, simply enter in the amount of the deposit and the payment method used, and click the '**Continue Using This Deposit**' button. The deposit will be applied at the final sales screen under the Item-Bound Lay-away option.

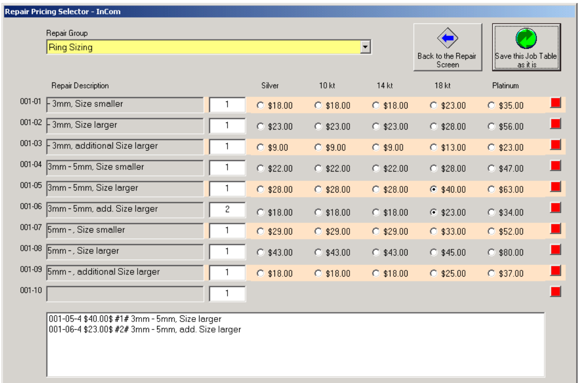
Using the SmartBag Feature

While in the Repair Bag screen, click the  button

Once the SmartBag button has been clicked, the SmartBag screen comes up. From this screen, you must select an empty slot and click the 'Add Something to the List' button. This will bring you to the Item QuickPick screen. From here, you must select the item that is to go in the bag and click the green 'Add this to the SmartBag' button. At which point, it will be added. You can now continue to add another piece or close the SmartBag list. Once this is completed and all the items you want are in the SmartBag, you may continue processing the repair as normal. This feature can be used if you need to combine a mount from your inventory and a stone from your inventory and send it to a goldsmith, or if a client comes in with a stone and needs to purchase a mount for it and have it assembled or vice versa, or wants to purchase a completed piece but wants a custom stone provided by them installed on the piece. This way, these items are all in the same job bag, eliminating the need for multiple job bags for the same item.

Using the Repair Pricing Guide

Once you are creating the new repair sheet you can click on the little icon or the window on the bottom of the screen in order to open the repair-pricing guide.



Select the appropriate repair category, such as ring sizing; find the right gold weight and enter the amount.

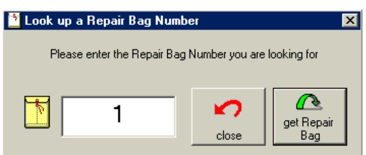
You can now save this repair bag job and go back to the repair screen.

Searching for a Repair Bag

There are different ways of finding a repair bag. You may find the repair by its job bag number, by the customer name, by priorities of repairs, by the status of repairs or by a specific supplier.

By Job Bag Number

Select Menu ***Repair Bags*** and then ***select by Bag Number***



A window will pop up asking you for the job bag number. Once you enter a valid number, press enter and the appropriate repair bag will be displayed.

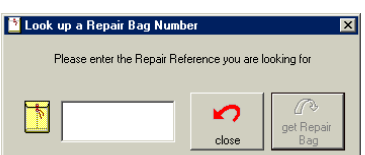
By the Customer

Select Menu ***Repair Bags*** and then ***of Customer …***

This function will allow you to search for repair bags sorted by customers. This function may be helpful, if the customer does not have the repair bag number handy. You can search for repair bags that are still open (still at your store), close (that were already handed out) or you can search for all repair bags of this customer.

By Job Bag Reference Number

Select Menu ***Repair Bags*** and then ***select by repair Reference***



A window will pop up asking you for the repair reference. Once you enter a valid number or string, press enter and the appropriate repair bag will be displayed.

By the Priority of Repairs

Select Menu ***Repair Bags*** and then ***upcoming Repairs***

Use this function to search for repairs by their due date. DiamondCounter is able to supply you with a list of repairs that are due back today, coming up on a certain date or until a certain date.

By the Status of the Repair

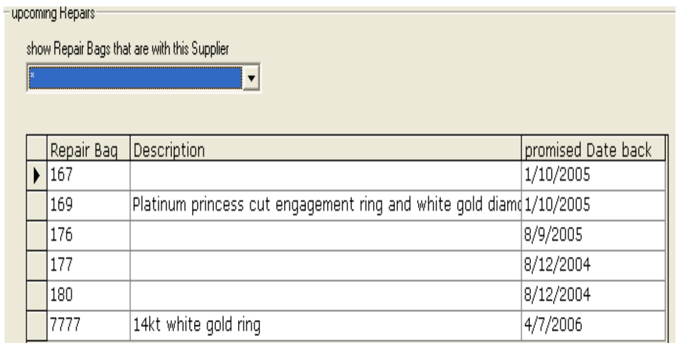
Select Menu ***Repair Bags*** and then ***all open Repairs***

DiamondCounter can display open repair bags and give you information on their statuses. Using this function, DiamondCounter will inform you about repairs that need to be send to the goldsmith, that are expected to come back and repairs that are ready for pickup. If you select "all open repairs" then "show me all open repairs" it will generate a list of all open repairs and you can print out a list if required.

By a specific supplier

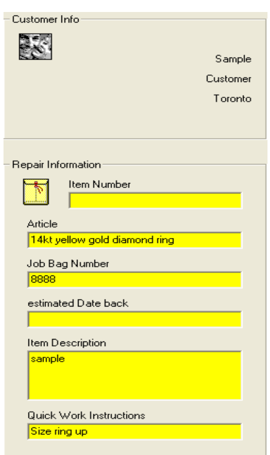
Select Menu ***Repair Bags*** and then ***all open Repairs*** and then ***that are with a specific supplier***

Use the function to search for repairs by a specific supplier and it will supply you with a customer list of clients that have order repairs. Use the drop down menu to select your supplier's name.



Repair Bag	Description	promised Date back
167		1/10/2005
169	Platinum princess cut engagement ring and white gold diamo	1/10/2005
176		8/9/2005
177		8/12/2004
180		8/12/2004
7777	14kt white gold ring	4/7/2006

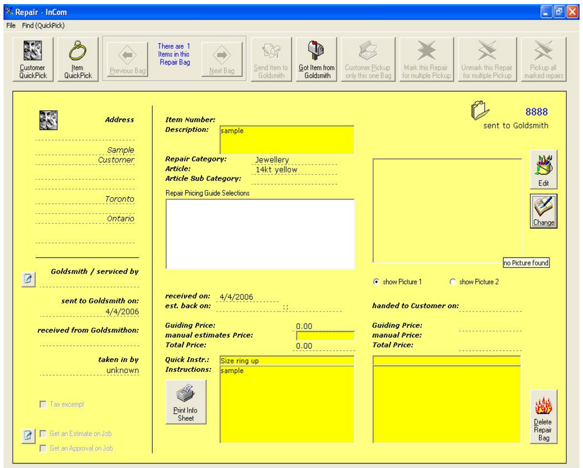
Once you have selected the supplier you will be provided with a list of repair bags that are with this goldsmith. Once you have chosen the appropriate one the information will appear on the far right.



To find information about your customers repair move your cursor over the "bag icon" underneath the heading labeled repair information and double click. It will take you to the repair bag form.

Viewing a Repair Bag

Select a Repair bag



Once you have selected a repair bag for viewing you will be able to see all the details of this bag. From here you can also send the bag to the goldsmith, inform DiamondCounter that a repair has come back from the goldsmith or you may hand out the repair from here to the customer. DiamondCounter will also detect if there is more than one item in this repair bag and allows you to scroll back and forward between these different items.

These two buttons will appear throughout the program allowing you to capture or load a picture into the system. To capture a picture via a real time camera click on the capture button. It's handy to take a picture using a real time camera when taking in a repair and update the photo when the repair is completed. You take pictures on the fly.

To load a picture just click on the load button and find the picture on your computer and click. It's handy to take a picture using a real time camera when taking in a repair.

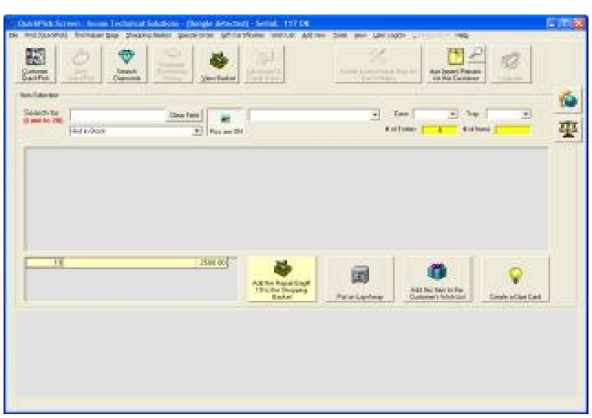
You can edit the picture by clicking on the "change" icon or edit the "goldsmith/serviced by" field by clicking on the drop down menu and selecting the correct goldsmith.

You can print out a repair sheet anytime from this screen by clicking on this button.

If the repair bag has been returned from the goldsmith, click on the "Got item from goldsmith" button.

Picking up Repair Bags

Select the customer the job bag is for, and then move to the Item Quickpick

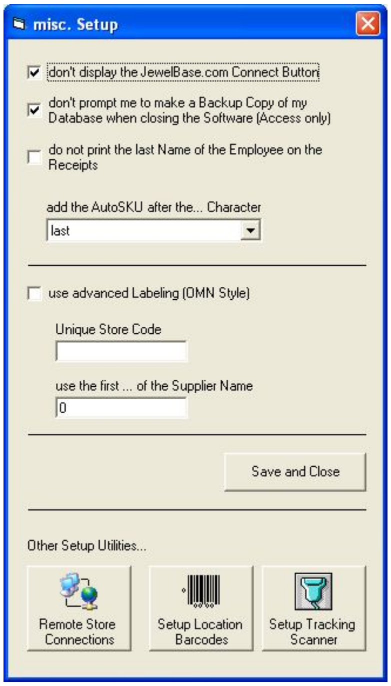


Once in the Item Quickpick, you will see another box below the standard Inventory list if that customer has one or more repair items ready for pickup. Simply click once on these items, and then click the 'Add to Shopping Basket' button, like you would for a standard store item. The repair will be added to the shopping basket. Simply repeat the procedure for any other repairs that the client would like to pick up. You can also add standard sale items to the same basket.

Once all the items are added, proceed to check out the client as normal.

Setting Up Repair Tracking

Select ***Configuration*** and then ***misc Set-up and Remote Store Connection.***

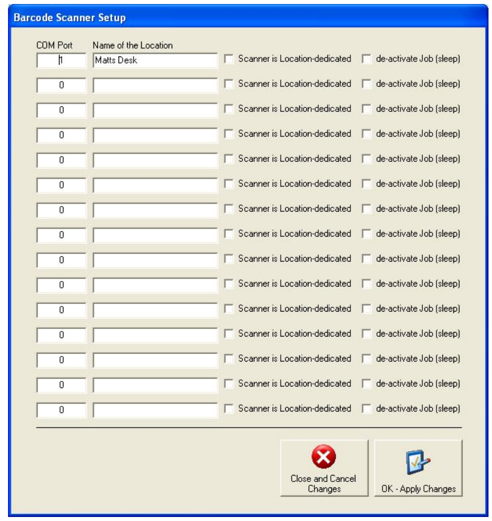


First if you have had a scanner already configured in the software you need to go to configuration, configure software then to hardware set-up to disable it.

To disable it click on the drop down box underneath scanner set-up and select disable.

Click on apply changes to save your changes.

In order to set-up the repair tracking go to configuration then click on the misc. setup and remote store connection tab.

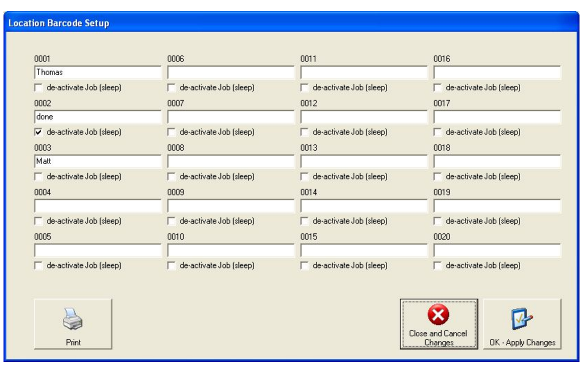


Click on the setup tracking scanner button to configure your barcode scanner.

Enter in the COM port that your scanner is plugged into as well as the name of the location that the scanner is attached to.

Click OK-apply Changes to save your changes.

In order to set-up the repair tracking barcodes go to configuration then click on the misc. setup and remote store connection tab.



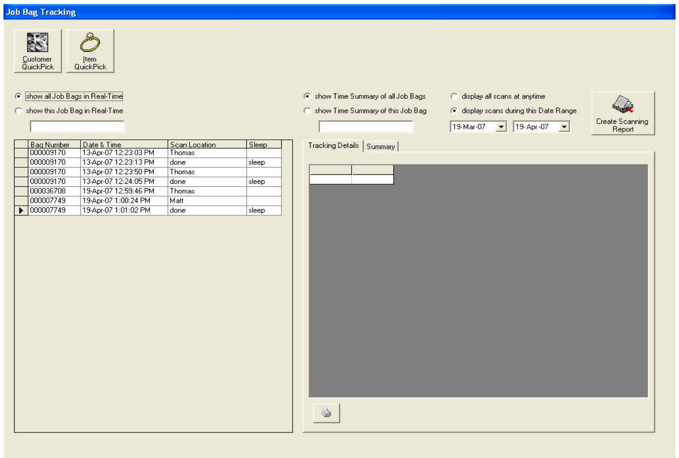
Click on the set-up location barcodes button.

Enter in your locations into the text boxes. If you choose to have a barcode to de-activate the bag (sleep) add a check to the box to de-activate the job.
Click OK to apply changes.

Click on print to print a list of your store station barcodes. Give a corresponding barcode to the person in charge of the selected station.

Repair Tracking

Select ***Tools*** and then ***Life tracking Repairs***



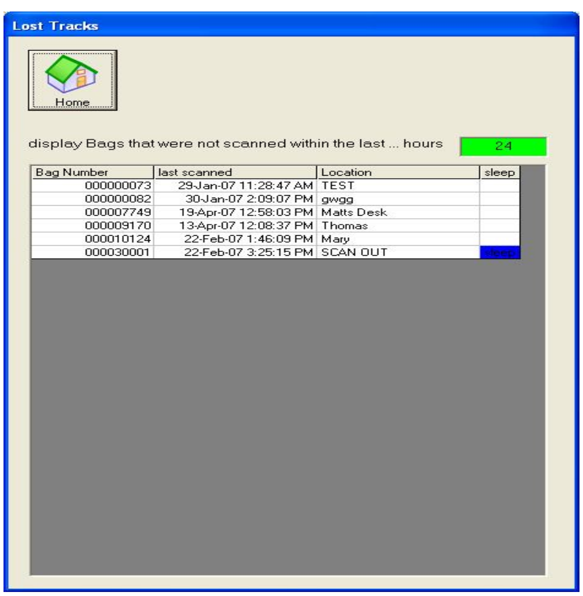
From this screen you can view repair jobs that have been scanned in.
To scan a job in either scan the individual barcode at the station then the repair bag or vice versa. It will then appear on the screen documenting the bag number, the time and date of scan, the item location and if it's sleeping.

If you would like to search for a specific bag you can enter the job bag number to search for it in real time. It automatically defaults to showing all bags. You can also view a time summary of a certain bag. When it was logged in or out etc. It automatically defaults to viewing the time summary of all bags. It will default to show repair bags that have been scanned within the last month but you can click on the display all scans at anytime to view all bags that have been scanned.

Click on the Create Scanning Report button to create report detailing the last month of activity. This report is printable by clicking on the printer icon.

Viewing Lost or Unscanned Bags

Select ***Tools*** and then Life Tracking List of Unscanned Bags (Lost)



This screen will detail bags that were once scanned but haven't been scanned in a user-defined amount of ours.

Enter in hour amount in the green field and the lost bags will be updated in real time.

Special Ordering an Item

Select ***Special Order*** from the ***menu***

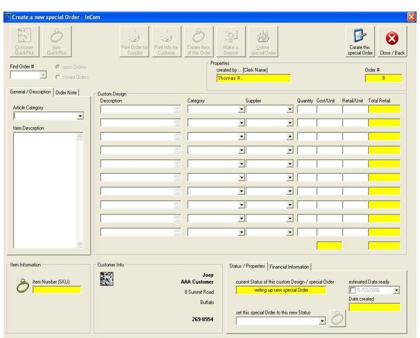
A customer might enter your store and request a custom designed piece or they might want you to order a piece from a catalogue available from one of your suppliers. In this case you will have to place a special order.

To place a special order, you <u>must</u> first select the customer the special order is going to be created for, then you must select the Special Order menu. From here, you can do the following:

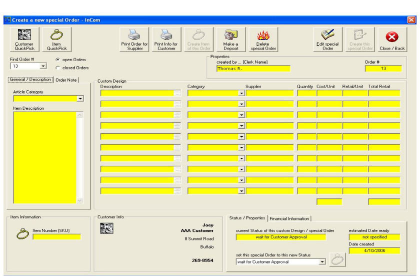
- Create a new special order for a selected customer
- View a special order for a selected customer
- Enter in a reference number and view the special order
- List all open custom design orders
- List all open special orders
- List and print the orders by status

Select ***Special Order*** the ***menu*** then select ***create new special order for…***

When you click on "create new special order for…." you will be prompted to enter a clerk name. Enter your DiamondCounter Log-in name (Clerk QuickName) and then select "I want to create a new custom design" or "I want to create a new special order and order it from a supplier" depending on what your customers needs are. We are going to select "I want to create a new custom design" and click "continue".



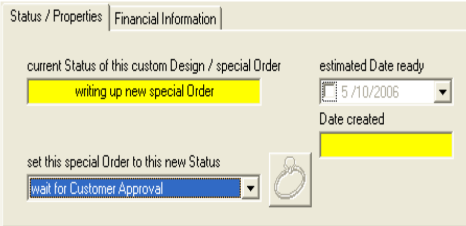
The "create a new special order screen" appears and this is where you enter in item specifics like the item description, article category, custom design description, custom design category, the supplier name, the cost etc. The more information you include in your order the better it is for you and your customer - but you only have select the status of the special order to proceed. You should try to include specifics like type of diamond, cut of diamond if applicable, labour costs per hour etc. in the description fields.



Once you have clicked on the "create a special order" button, it will create the order and make the enterable fields yellow instead of white. To edit the fields click on the "edit special order". Please keep in mind that this Special Order is <u>not yet an item</u> in your inventory. It is still considered a Special Order until it is received in your store and further steps are taken.

At this point, you can print out an order for both the supplier and the customer if you wish via the print buttons at the top of the screen labeled Print Order for Supplier and Print Info for Customer. You can also accept a deposit for this item by clicking the Make a Deposit button, and following the steps required to set up the deposit. This is similar to setting up an item bound lay-away.

You can also view existing or closed special orders by selecting the appropriate radio button option and using " Find order # " drop down menu.



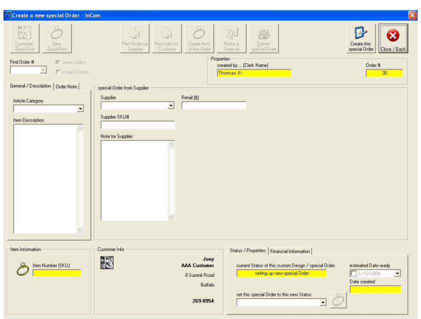
When the order status changes, for example it comes back from the goldsmith, you can update the status anytime by using the "set this special order to this new status" drop down menu. It will prompt you for a response. You must set a special order status to continue. The system will not allow you to continue until you do, as continuing without setting a special order status will cause the special order to become lost.

When you get the item back from your supplier and it is ready for pick up by the client, you must turn the special order into a regular inventory item and add it to your store's inventory. To accomplish this, simply select the special order by choosing the customer and clicking on the Special Order menu, and search by order number (if you know it), or by the customer's open special orders. Select the Special Order that's ready for pick-up and click Create Item of This Order. This closes the Special Order out and creates an item in your database of it. Until this is done, this Special Order **is not** an inventory item! Please use caution with this procedure! Once you put the item into inventory you no longer edit the Special Order screen, but you can edit the item the same way you can edit other items that are already in your inventory. Clicking the Create Item of this Order button closes the special order and makes it ready for sale. It will give the item a SKU number of S_ORDERx, where x is the original special order number. The system also places this new item on hold automatically for the customer it was created for, and takes any deposit that has been placed on the item and changes it to an item bound lay-away payment.

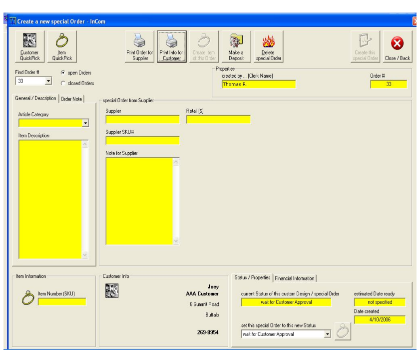
Special Ordering an Item From a Supplier

Select ***Special Order*** from the ***menu*** and then select ***create new special order for…***

When you click on "create new special order for…." you will be prompted to enter a clerk name. Enter your DiamondCounter Log-in name (Clerk QuickName) and then select "I want to create a new custom design" or "I want to create a new special order and order it from a supplier" depending on what your customers needs are. We are going to select "I want to create a new special order and order it from a supplier" and click "continue"



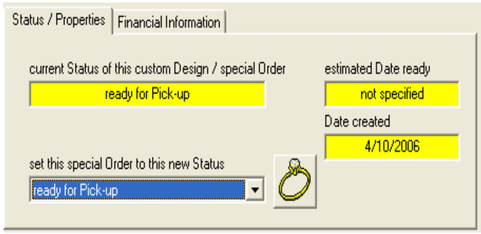
The "create a new special order screen" appears and you can fill out the following information about your order: the article category, item description and in the special order field you can enter specific details like the item supplier, supplier SKU number, retail price, cost and notes for the supplier.



Once you have clicked on the "create a special order" button. It will create the order and make the enterable fields yellow instead of white. To edit the fields click on the edit special order button. Please keep in mind that this Special Order is not yet an item in your inventory. It is still considered a Special Order until it is received in your store and further steps are taken.

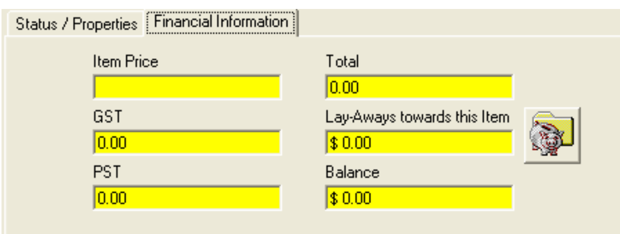
At this point, you can print out an order for both the supplier and the customer if you wish via the print buttons at the top of the screen labeled Print Order for Supplier and Print Info for Customer. You can also accept a deposit for this item by clicking the Make a Deposit button, and following the steps required to set up the Deposit. This is similar to setting up an item bound lay-away.

You can also view existing or closed special orders by selecting the appropriate radio button option and using " Find order # " drop down menu.



When the order status changes, for example it comes back from the goldsmith, you can update the status anytime by using the "set this special order to this new status" drop down menu. It will prompt you for a response. You must set a special order status to continue. The system will not allow you to continue until you do, as continuing without setting a special order status will cause the special order to become lost.

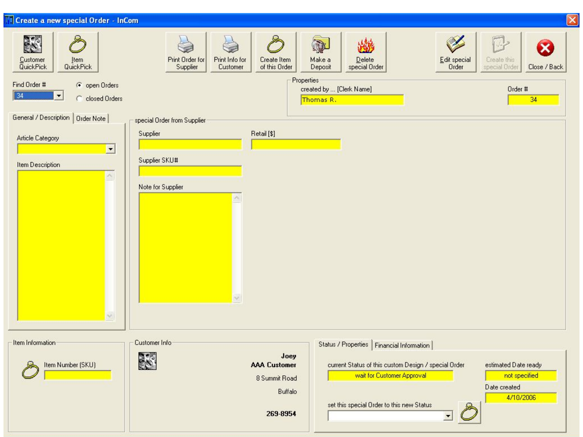
When you get the item back from your supplier and it is ready for pick up by the client, you must turn the special order into a regular inventory item and add it to your store's inventory. To accomplish this, simply select the special order by choosing the customer and clicking on the Special Order menu, and search by order number (if you know it), or by the customer's open special orders. Select the Special Order that's ready for pick-up and click Create Item of This Order. This closes the Special Order out and creates an item in your database of it. Until this is done, this Special Order **is not** an inventory item! Please use caution with this procedure! Once you put the item into inventory you no longer edit the Special Order screen, but you can edit the item the same way you can edit other items that are already in your inventory. Clicking the Create Item of this Order button closes the special order and makes it ready for sale. It will give the item a SKU number of S_ORDERx, where x is the original special order number. The system also places this new item on hold automatically for the customer it was created for, and takes any deposit that has been placed on the item and changes it to an item bound lay-away payment.



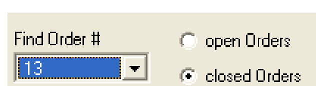
You can view the financial information about your Special Order by clicking the financial information tab near the bottom right hand side of the screen. You also can make a deposit towards the piece from this menu by clicking on the piggybank/file folder icon.

Viewing a Special Order From a Customer

Select ***Special Order*** from the ***menu*** and then select ***view special orders of…***



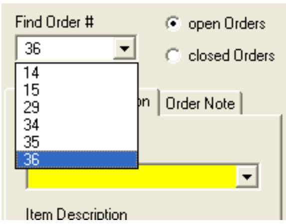
Select the customer you wish to view the special order of from the main screen and select "special order" from the DiamondCounter main menu and then select "view special orders of…" from the drop down menu. This will show you the most recent special order from that customer. You can also scroll through the other special orders by scrolling through the drop down menu "Find order #". You can also search for "closed orders" .



From this screen you can make a deposit on an item, change its status, make it an item for your inventory delete it etc.

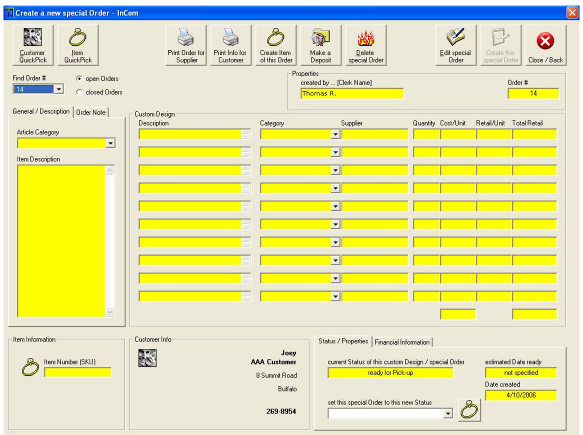
Viewing a Special Order by Reference Number

Select ***Special Order*** from the ***menu*** and then select ***view special order by reference #***



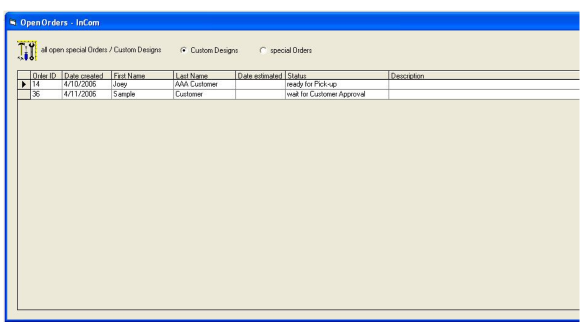
From this form you can view the specifics of the chosen order number. Just select the order number you would like to view.

On this screen you can edit the order, change its status, print for your customer or supplier, make your order into an item, change the description etc.



Viewing a List of All Outstanding Special/Custom Orders

Select ***Special Order*** from the ***menu*** and then select ***list all open custom design orders*** or ***all open special orders.***

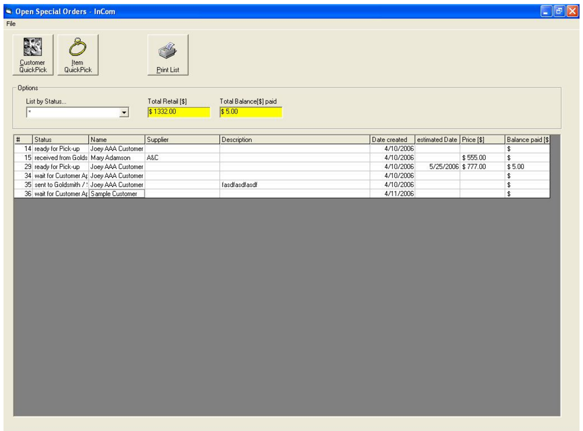


When you select these menu options a screen will appear detailing all open custom design orders or all open special orders. You can select either from the screen once it launches.

It will show you the client, the id number of the order, the order status, the date created, and the date estimated of the return and a brief description of the item.

Viewing a list and Printing by Status

Select ***Special Order*** from the ***menu*** and then select ***list and print all by status.***

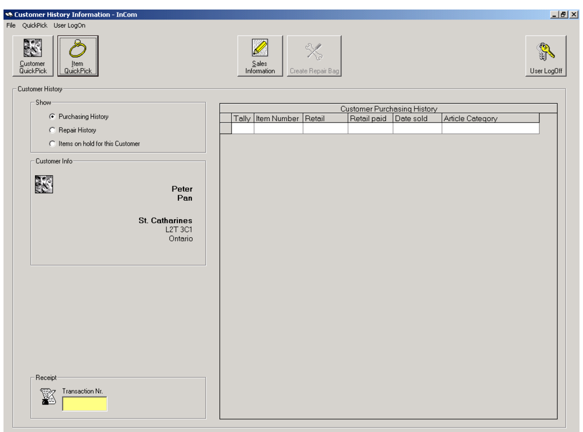


You will be able to view a list of all outstanding special orders by their selectable status or just by numerical order. It will show the total retail cost of all the orders and the total balance paid towards them. You can printout a copy of what you have selected from this menu.

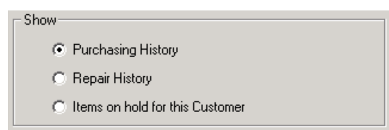
How to see the Customer Purchasing History

Click the 

or select the menu ***Tools*** and then ***Customer Purchasing History***



The **Customer Purchasing History** is a powerful and valuable tool, which will assist you to strengthen or create a more customer-oriented atmosphere in your store. This option allows you, at anytime, to see all previous purchases a targeted customer has made. With it's QuickLink option you are able to zero in on specific item details, such as where you purchased the item for reordering, if the item got lost or stolen. It also helps to quickly find items that have been purchased, when a receipt is not available.



This screen can supply you with different information than just the customer purchasing history. It can also display a list of the customer's repair history or a list of item that are on hold for this specific customer.

Use this button to create a repair bag for this item. DiamondCounter will load all known information about this item into the repair bag database to save you time.

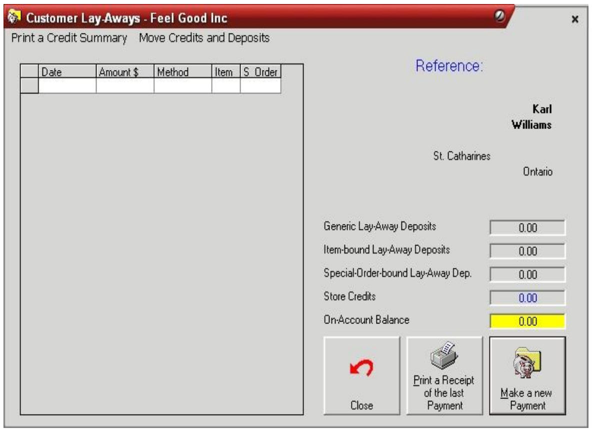
Layaway Payments

DiamondCounter will handle and track lay-away payments. A lay-away payment is not bound to a specific item – think of it as a deposit into an account for each customer. Each customer will have basically three accounts with you, the lay-away account, the credit note account and the accounts receivable account. If the customer has any outstanding balance in either lay-away or credit note account, you can use this account as a payment method at the point of sale.

How to create a Layaway Payment

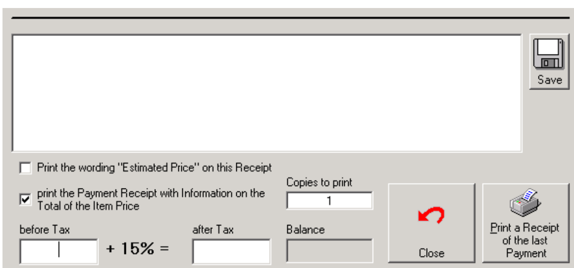
Click the 

button



The customer layaway function keeps track of payments a customer has made towards future merchandise. This window shows you how much credit the customer has and lists when payments are made and the amount paid. The layaway function is designed as a piggy bank and is not linked to any item. This makes it more flexible at the point of sale. To accept a new payment press ‘**Make a new Payment**’ enter the amount and your clerk code. By clicking on individual transactions, DiamondCounter will tell you if this payment was a layaway payment or a store credit note from a returned item. DiamondCounter will display both totals separately.

To print a receipt for the last payment along with an updated statement of payments press this button. This will print a complete summary of the lay-away payments and credit notes this customer has in your store.



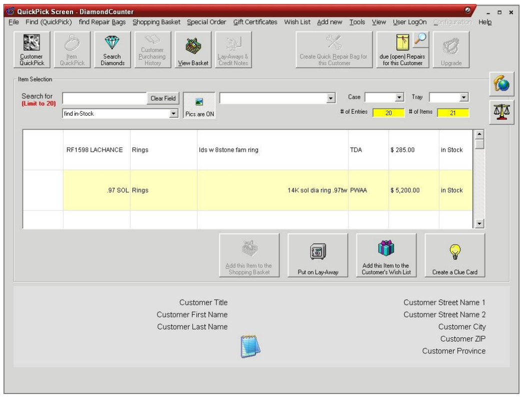
This screen is used to print information about a layaway item the customer is ‘saving’ for. Enter the item retail price and description, and DiamondCounter will automatically print on the statement the amount paid on the layaway and the balance left to pay. You are also able to save this information of this lay-away for the next time.

If a customer has a credit in your store, may it be because he deposited an amount as a lay-away payment or returned an item and you issued him a store credit note, DiamondCounter will display at the point of sale (at the final sales screen) that there is a credit for this customer present. You can now select Lay-away or Credit Note, as one of the payment options and an adjustment will be done to the current lay-away and credit notes.

How to cancel a Layaway Payment

The easiest way of canceling a lay-away payment is to create a new lay-away payment with the same negative amount. Pay attention to the payment method you have used when you created the payment in the first place so the two payments will cancel each other out and you will balance by the end of the day.

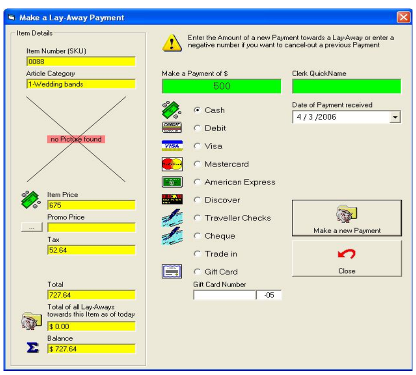
How to create a Bound Layaway Payment



If a customer has selected a piece of jewellery and wishes to make a payment directly to the purchase of an item they may do so.

After you have selected the customer go to the item selection screen and choose the item that the person would like to purchase.

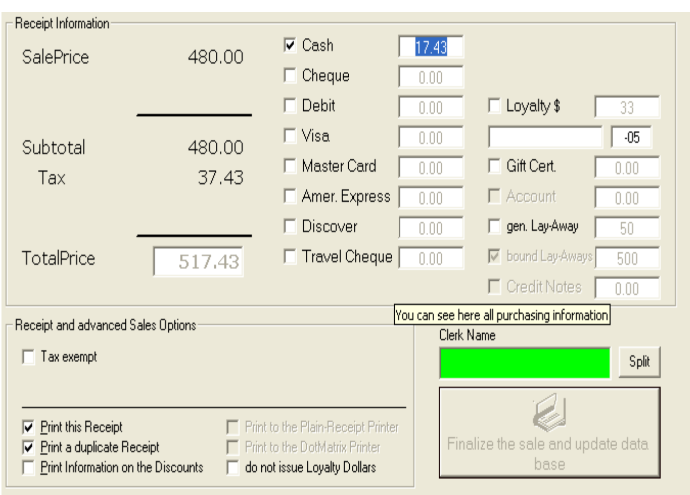
Once the item has been selected click the button labeled "Hold for this Customer and create Lay-Away Payment for it". When you select this option it creates a payment bound to that item.



The "Make a lay-away payment" screen details the item, method of payment, the clerk's retail name and the date of payment received.

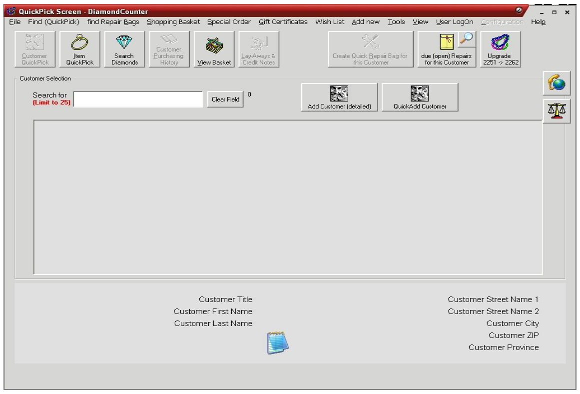
You must enter the clerks name and the method of payment in order for you to proceed and make a payment towards that item

Once you make a bound payment towards an item it cannot be used against any other merchandise.

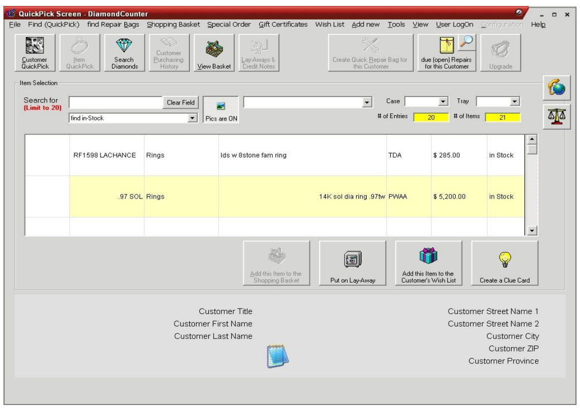


When the customer is ready to purchase the item, add the item to their shopping basket and the bound payment credit will be listed under receipt information. You can't change the amount and it will be automatically checked. You can now finalize the sale and the bound lay-away payment will be subtracted from their total.

How to cancel a Bound Layaway Payment

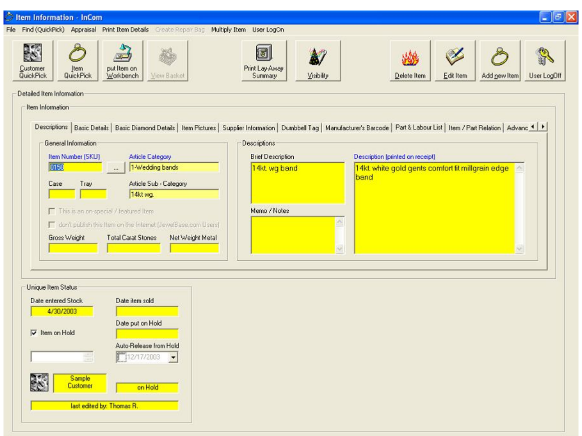


To cancel a bound lay-away payment you must select the customer from the quick pick screen. Once the customer has been selected, click on the Item Quick Pick button to move to that screen.

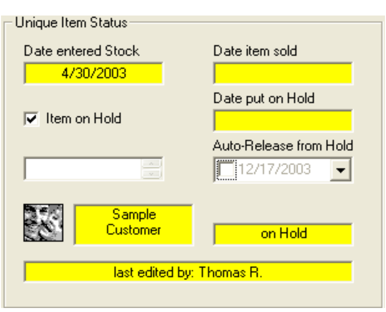


Search for the item that the customer has put on lay-away. The information about the item will come up under the information of the item menu. Move your cursor on top of the diamond ring graphic located beside the Item number.
Double-click on the diamond ring,

When you double-click the diamond ring information about the product will appear. It has details like SKU number, article category, article sub-category etc.

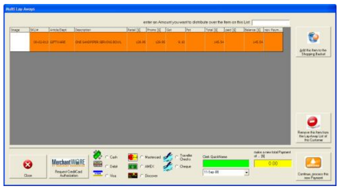


On the bottom left is a form labeled Unique Item Status. Diamond Counter will list this information it will show the date the item entered stock, the day it was sold and the date it was put on hold. You can also set the item to be automatically released from hold on a specific date.



To cancel your bound lay-away payment you must release the item from hold. This releases the money put towards the specific item and transfers it into the generic lay-away account and puts the item back into stock.

Using the Multi-Layaway option



If a customer wants to lay away multiple items, or bind an item without attaching money to the item, you can use the Multi-Layaway option. To use this option, simply click on each item that the customer wants to lay away and click the star button that is on top of the standard Layaway button. The item will then be placed on layaway for that customer. At this point, if the customer wants to put money down on all items on the list, simply click on each item on the list once so it turns orange. This means that the item is selected. Then simply put the amount of money that is being spread out evenly over the items in the box at the top of the screen, select the payment method, enter your clerk name and click the ‘Continue, Process This Payment’ button. The payment amount will then be spread evenly over all of the selected items on the list, according to how much money is owed on them and how much the item is worth. You can also apply individual payments to items by clicking the payment box on the right-hand side of each item, and entering in a specific amount. Once this has been done, simply choose your payment method, enter your clerk name and click the ‘Continue, Process This Payment’ button again and the payment will be applied.

To view the items that a customer has on Multi-Layaway, simply click the ‘Multi Layaway’ star button on the right-hand side of the Customer QuickPick or Item QuickPick screens to view the list, or to make a new payment.

Using the Wish List

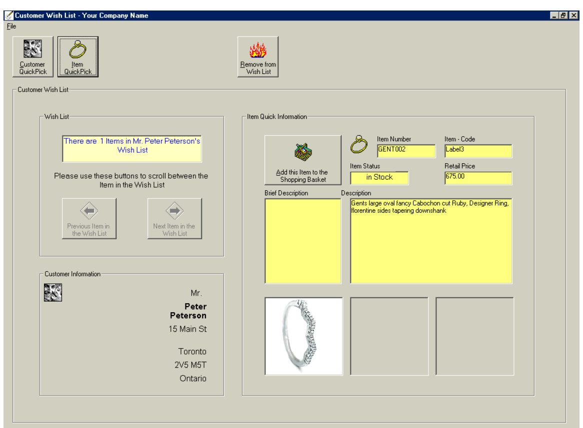
Add an Item in the Wish List

Select the appropriate customer, then item and then click the menu ***Wish List, Add Item to Wish List***

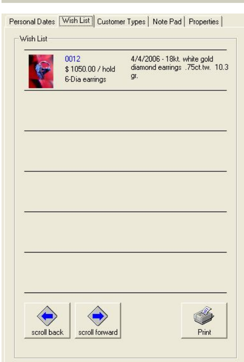
View an Item in the Wish List

There are two methods to view the wish list

1. Select the appropriate customer, and then click the menu ***Wish List, View Wish List***

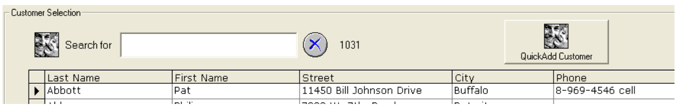


You can use the function **Wish List** to memorize items for a specific customer. The item will remain in this list until the customer has bought it or you have deleted it from the customers **Wish List**. You can scroll between all the items in the **Wish List** by clicking the button ‘**Previous**’ or ‘**Next Item in the Wish List**’ until you see the appropriate item. Now you may add the item the customer has in the **Wish List** to the shopping basket or you can remove it from the Wish List by clicking “**Remove Item from List**”.



The Wish List of a customer can also be view from the detailed customer information screen by clicking the wish list button on the top menu or if you would like to view the wish list with a picture provided you have entered one for the item go to the side menu. You can print a detailed wish list picture for the customer from this section.

2. Select your customer from your main list.



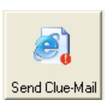
To view a customer's wish list from the main screen just single-click on their name and it should appear on the lower right hard corner of your screen. If you click else where on the screen it will disappear to bring it back just click on the present icon.

Creating Clue Card and Sending a Clue-mail

Click the button ***Item QuickPick*** or select the menu ***QuickPick*** and then ***Item***

To create a clue card for a client select the item that he/she would like and click on the clue card button. It's great way to provide a helpful hint to someone.

The item description will appear on the right hand side with a picture if applicable. You can then fill in a quoted price or leave the price as previously entered and fill in the recipient's name along with whom it is sent from. You then have the option of printing it or saving it. If you save it will appear in that customer's wish list.



To send a clue email fill in the information just like a clue card including the email address and click on the send clue mail icon.

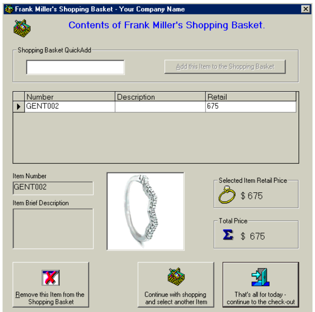
Making a Sale

Follow these instructions to make a sale of two items

Go to the **QuickPick customer** screen and select a customer by entering a search word(s). Once you see the customer click once on the customer. You will see the customer that is selected at the bottom of the screen with their details. If customer is not in database enter in the normal way.

Go to the **QuickPick item** screen and select the item needed by entering a search word(s) until the correct item is displayed to the right of the window or click on the item in the list you are selling so it will be displayed on the right.

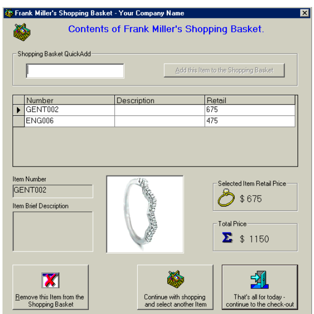
You will now see the button labeled '**Add the Item ___ to the Shopping Basket**'. Click this button and the item will go in the shopping basket.



You now see the customers shopping basket holds the item you just selected. There are a few options from this point. But lets put another item into the basket.

Press the button '**Continue with shopping and select another Item**', that will bring you back to the **QuickPick item** screen. Select your next item.

And put it in the shopping basket as before.

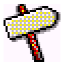


You should now see the two items in the shopping basket. You can click once on the list to see item details and the price of each item. The window will also display the total of this purchase. You probably noticed that we went back to select another item. There is an easier way of adding another item to the shopping basket. Once you see the basket contents you may also simply enter the item number into the search field and click the button '**Add this Item to the Basket**'. DiamondCounter will find the item in your database and add it to the basket. You can delete any item out of the shopping basket anytime by pressing '**Remove this Item from the Shopping Basket**'. But let's continue and make the sale!

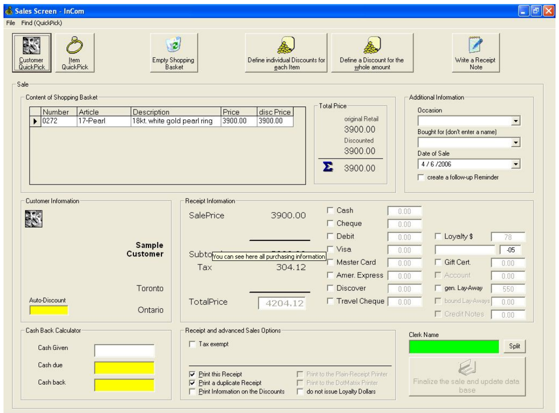
Press this button to continue to the final sales screen.

Open the shopping basket and scan the item. It will appear in the shopping basket. To remove a scanned item from the basket, simply scan the barcode again and it will be removed. When using the barcode scanner do not select the item out of the list.

The final Sales Screen



You should now see the final sales screen. Let’s continue and make a sale.



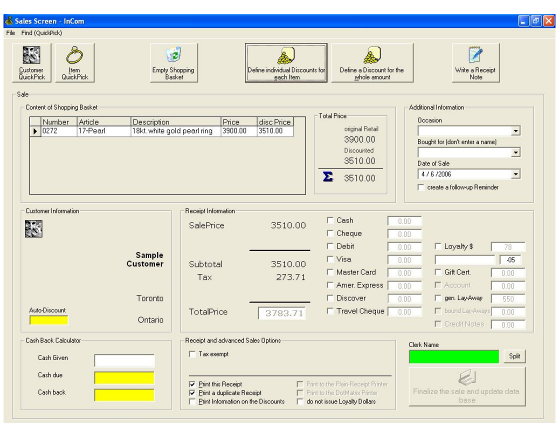
The final sales screen displays details on all the items in the shopping basket. You may use the list and click once on each item to see the retail price of it. This screen also displays the selected customer details on the left. You can also add a note to the receipt by clicking on the” Write a receipt note” button.

Let’s give the customer a discount on the items he is purchasing. There are two ways of giving discounts, you can give a discount on individual items or you can discount the complete sale.

Giving individual Discounts on each Item

Press this button to give individual discounts on each item.

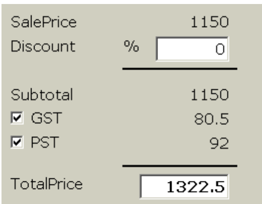
Select the item you want to discount by clicking on it. Now you can create a discount in percent for this item (like 10%) and the new retail price will be calculated. You can also assign a new retail price and the percentage discount will be calculated for you. Now select the other item and assign a different discount to it (like 5%). Once you are done, click on ‘**Update new Discount’** and return to the final sales screen by clicking on the ‘Go to the sales Screen’ button. You now defined different discounts for the two items you are selling!



Now the final sales screen will show the updated discount for each tem and the new retail total. There is another way to discount. Applying a single discount to the entire sale instead of each individual item.

Giving a Discount to the Complete Transaction

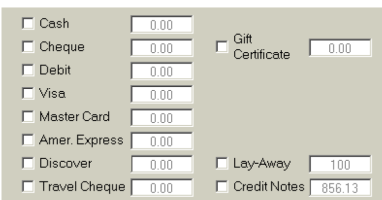
Press this button to give a single discount to the retail total.



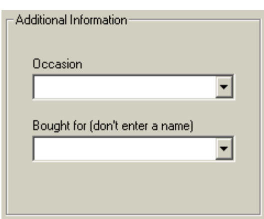
The discount window will now become enabled and you will be able to enter a discount value. DiamondCounter will compute all the resulting retails and will calculate the total after you entered the discount. It will also work out the discount (in percent) if you enter a given total price. If you want to sell at a specific price, including taxes DiamondCounter will allow that. However, when the receipt is printed, the applicable taxes will be shown based on the total price you selected. You may use the total retail price, after tax, to round the totals up or down (to make totals even hundreds or thousands) and DiamondCounter calculates the necessary math for you.

An important note about discounts

Please be advised that there are three different ways of giving discounts to your customers. You may either apply a discount on the whole amount, individual discounts on each item you sell or apply a discount from the customers properties menu which gives the client a discount on all his/her purchases. If you choose to apply separate discounts, you must use the appropriate function in the software. If you only apply a generic discounts on all items, DiamondCounter will recalculate this discount and apply it evenly to all sold items.



Once done you may select the right payment option for this sale. If the customer has made previous Layaway payments or has an outstanding amount in his store credit notes, the option button for this kind of payment will become enabled and can be used towards this purchase (or in part). This will function as a payment option and other balances need to be paid as cash, debit etc. the sum of all payment options must add up to the total sales price after tax, otherwise you cannot complete the sale.

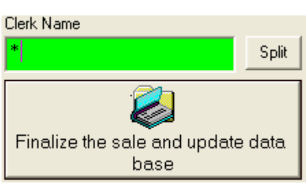


DiamondCounter allows you to enter specific customer information about the sale if you wish. This is optional and not necessary to make the actual sale. This option is intended for customer statistics and can be useful later. It shows customer gift purchases vs. occasions. The field '**Bought for**' is designed to put relationship information such as spouse, friend, daughter, and etc. not specific proper names.

Splitting Up the Sale

If you would like to split up a sale and assign commission to up to three different people enter your user name into "Clerk Name" and click on the split button. You can then break down the sale in terms of a percentage assigning a percentage of the sale to each clerk. The final breakdown must equal 100 or you wont be able to click the okay button and continue finalizing your sale

Making the Sale Final



To make the sale final you need to enter your store ID (clerk name) that was defined in the configuration of DiamondCounter. Once DiamondCounter confirms you as a valid user the sales button will become enabled. Press this button and the sale will be finalized and a receipt will be printed out.

An important note about layaway payments and credit notes

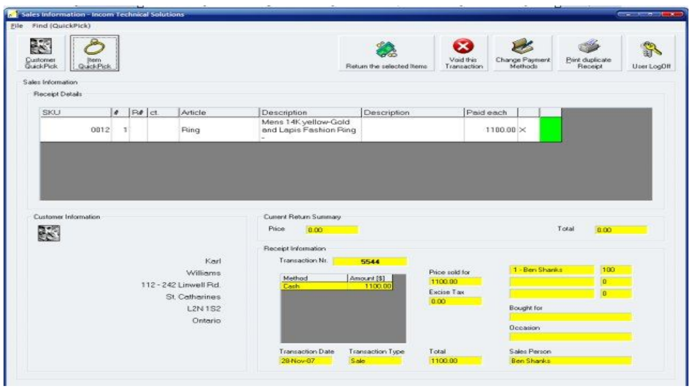
It is important to know, that each lay-away payment and each store credit note is linked to one specific customer. It is highly recommended to search for an existing customer in your database before adding a new one. Every time you add a new customer to the database, DiamondCounter will assume that this is a new customer, even though the customer has the same last and first name, like a existing customer in the database. The software assumes now that two customers with this name are present, each with its own lay-away and store credit notes.

Returning an Item

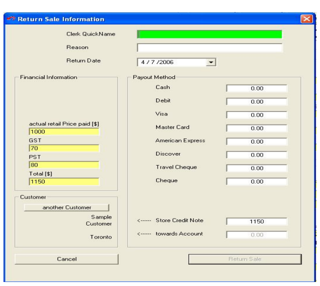
Get the ***Receipt of the Item*** that needs to be returned

This function allows the return of items into inventory and to reverse the transaction. If an item is returned that was previously known in the database, DiamondCounter will return this item into stock. If a QuickItem is returned, that as not known in the database, the database will simply ignore the information but will still reverse the transaction.

If you have the receipt number select "receipt" from the Find (QuickPick) drop down menu and enter the receipt number. The following screen will appear, listing all of the items that are an the receipt.



Once you found the item you wish to return, mark it for return by placing a number in the green box that corresponds to the number of items being returned. Typically, for Unique Items this would be a 1, but for multi-items, it would be the number of multi-items being returned. In other words, if you purchased three multi-items, but only wanted to return two, you would place a 2 in the green box. Once you have done this, simply click the 'Return the Selected Items' button.



You see all the retail information again and are ready to return this item. You select a payout method and enter your store ID. The reason for the return is optional, and recommended, but you do not need to enter this information if you do not wish to. If your store does not refund money, you can issue a store credit note by entering the appropriate amount in the '**Store Credit Note'** field. Once done, press '**Return Sale**'.

Instead of issuing a store credit note you can also refund the amount onto a gift card all you have to do is put the appropriate check in the gift card box and fill in the amount. DiamondCounter will take care of the rest.

Using the Scrap Gold Calculator

Click the ***Scales button*** on the far right-hand side of the ***Customer QuickPick***

The Scrap Gold Calculator is used to accept trades of precious metals (Silver, Gold, Platinum) for cash. To correctly use the Scrap Gold Calculator, you must first select a user from the Customer QuickPick. Once this customer has been selected, simply click on the Scrap Gold Calculator button, which opens the Scrap Gold Calculator.

Warning: You may need additional files installed before the Scrap Gold Calculator will work correctly. If you experience trouble using the Calculator, please contact Incom for assistance.

Listed on the far left-hand side are three spots for pictures. You can take these with a web camera. The pictures are for 1) a picture of the person trading in the metal. 2) a picture of that person's driver's license or any other type of government issued photo identification, and 3) a picture of the metal itself. To the right of the pictures, are the up-to-the-minute values of Silver, Gold, and Platinum pulled from www.kitco.com. The weights for the metals are, in order, Troy Ounces (ozt), Grams (g) and Pennyweight (dwt). Each of these has it's own column per metal. On the right-hand side of the screen, we have the total value per row of the precious metal, and at the bottom-right hand side we have the grand total for all metal traded in.

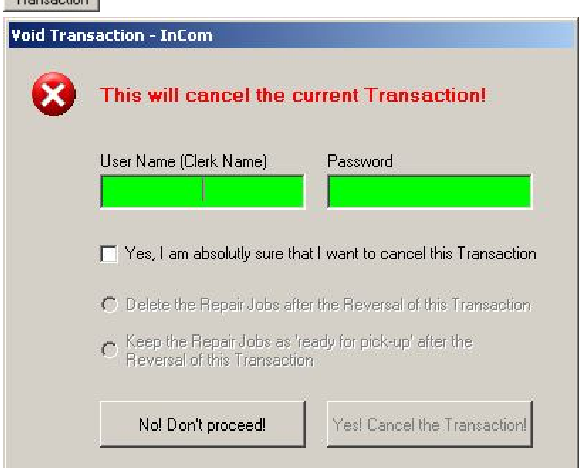
To correctly use the Scrap Gold Calculator, we must first enter our trade-in factors. To do this, click the 'edit' button available on the far right-hand side. This opens the factoring sections. Factors are listed in order: Silver, Gold, and Platinum. Simply enter your trade-in factors for each metal in here. For instance, if you want to give 50% back, the factor would be .5. If you wanted to give 32% back, you would enter .32, and on like that. Once these values have been entered, you must click 'save' to store them for use.

Now, you simply have to enter in the weight of your choice for the metal that's being brought in. For example, if somebody brought in a piece of 16 Karat gold, and you measured in Grams, all you would have to do is place the weight of the gold in the grams column of the 16kt row. This will give you the value you need for trade-in. Once this has been accomplished, you must make sure you place a checkmark in the box next to the text that reads 'Incom Technical Solutions assumes no responsibility for the accuracy of these numbers' and then click 'Save'. At this point, you can pay out what the client is owed.

Voiding a Transaction

Get the ***Receipt of the Item*** that needs to be returned

If a transaction has been created, DiamondCounter will allow you to simply void this transaction f you have the authority to do so (employee settings) and if no items on this receipt have been returned yet. To use this function, click the button "Void this Transaction".



You will now be prompted to enter your user name and password, so DiamondCounter can confirm if you have the authority to void a transaction. If the transaction was made for a repair, you will also be asked if you want the repair to go back into the system as "ready for pick-up" or if you want to delete the repair bag after reversing the transaction.

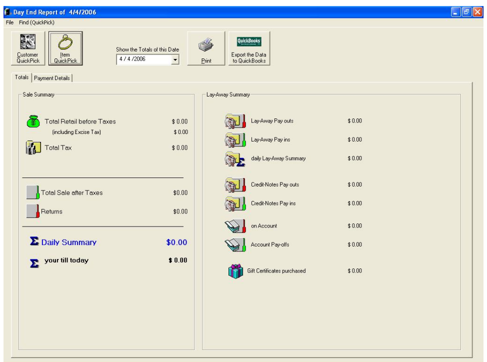
Printing a duplicate Receipt

Get the ***Receipt of the Item*** that you need a copy of

Click this button to print a duplicate receipt of a transaction.

Viewing Your Detailed Day End Reports

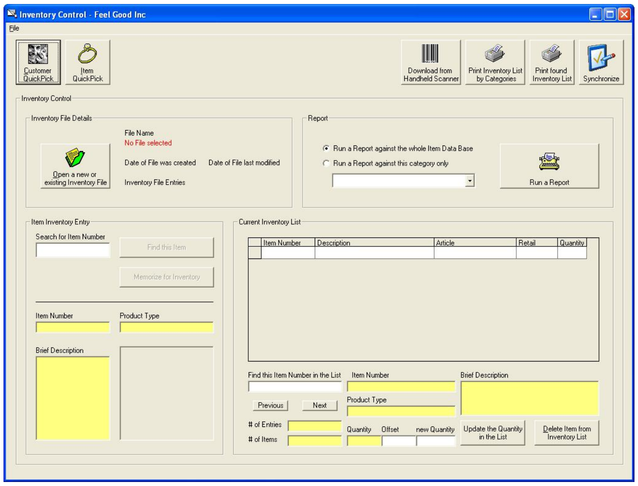
Select ***Menu Tools*** and then ***Day's End Financial Info***



This function allows you to view a detailed report from a selected date regarding your daily totals and the payment methods used to purchase goods in your store.
You can print your results.

Doing your yearly Inventory Control

Select ***Menu Tools*** and then ***Inventory Control***



Inventory control is a powerful tool that will allow you to reset your inventory to what you actually have in your store, and also show you any discrepancies you have in your inventory so you can fix them properly. This will allow you to know exactly what you have in your inventory so you start your new fiscal year fresh.

To perform Inventory Control, you must first be logged into DiamondCounter, then you must select Tools > Inventory Control. You'll be presented with the Inventory Control screen.

The very first thing you must do on the Inventory Control screen is create (or open an existing) Inventory Control file. This can be done by clicking the Open a New or Existing Inventory File button.

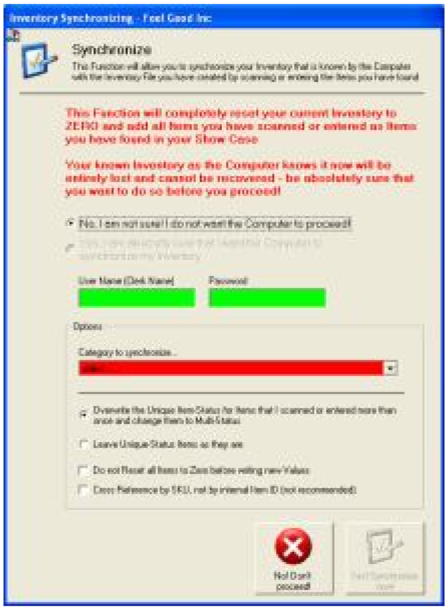
If you are just starting your inventory, you're going to have to create a new file. Once you click this button, navigate to a secure spot (c:\DiamondCounter\ is a good choice), name your file (something along the lines of '(the year) Year End.inv'). If you were picking up from where you left off, click the Open a New or Existing Inventory File button, navigate to the file you were last working on, and click Open. This can even be done from multiple computers on a network. The directory the Inventory Control File is saved in must be shared across the network. When that is accomplished, all the other users must do is navigate over the network to where this file is saved and open it. Multiple users can work on the same file at the same time. This file is automatically saved by Diamondcounter. There is no need to save it before moving on to another section of DiamondCounter (i.e. if you have to make a sale).

Once the file is selected, the file name and location will be displayed to the right of the button. This is the let you know the active file that is being worked on. Now you can begin recording inventory.

To enter items you want inventoried, you can type in the SKU of the item and then click 'Find Item'. Once the item has been found, you can then click 'Memorize for Inventory'. You will see the item added to the list on the right. If you have a hand scanner or portable scanner that can connect via serial connection, you can scan item bar codes and they will instantly appear on the inventory list. If you make a mistake, you can delete an item by selecting the item on the inventory list and clicking 'Delete Item from Inventory List'.

Once you have scanned your entire physical inventory, you must run a report against what DiamondCounter thinks your inventory is. To do this, simply select your inventory file if it is not already open, and directly to the right of that, make sure Run a Report Against the Whole Item Database is selected, and then click the Run a Report button. DiamondCounter will then ask you for a location for the discrepancy report and a file name for it as well, then it will take the inventory file that you created and compare it against the entire item database. If it finds anything wrong, it will kick it out and place it on the discrepancy report, which you can then print out.

When you view the Discrepancy Report, you will notice that there are three runs in the file. The first is by Item ID (the internal ID that DiamondCounter automatically assigns items when they are entered), the second is by Item SKU (this is the SKU that you assign the item when it is entered), and the third is by Vendor Barcode. The only ones you have to worry about are the first and second runs, and they are generally the same. You'll also notice the columns are SKU, Article, Cost, Computer, and Actual. These are pretty self-explanatory; the only two that you really need to be concerned with are the Computer and Actual columns, as these are a count of the items. If an item is on the Discrepancy Report, it means that DiamondCounter found an error in quantities of these items either by what the computer thinks you have, or what you actually scanned. Your job before you can continue is to find these discrepancies and fix them. This must be done before you continue! Common reasons for discrepancies include user error (scanned too many or not enough) and sale of an item during the time inventory was being taken. You must repair these discrepancies, or at least know why they occurred before you continue.

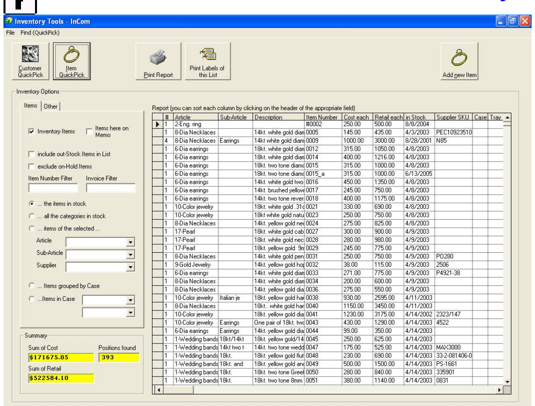


Once you've cleared out all of the discrepancies (or at least understand why the system thought they were discrepancies), you can now synchronize your database. Please use EXTREME CAUTION when doing this! You must make sure that all of your discrepancies are cleared and taken care of, or than you understand why they are wrong before continuing! Synchronization WILL NOT fix discrepancy issues! Once you're sure that your discrepancies are cleared away, you may click the 'Synchronize Database' button. This will crawl through your inventory and set the quantities of every item in your store to zero. After it does this, it takes the quantities found in the inventory control file and updates them to what you scanned in so your actual inventory in DiamondCounter and your inventory control file match. Any inventory that is not found by the system when the synchronization is run will be set to Sold, so you must make sure that your discrepancy report has been taken care of! Multiple runs may be required.

Viewing your Inventory

Viewing your current inventory

Select ***Menu Tools*** and then ***Inventory, current Inventory***



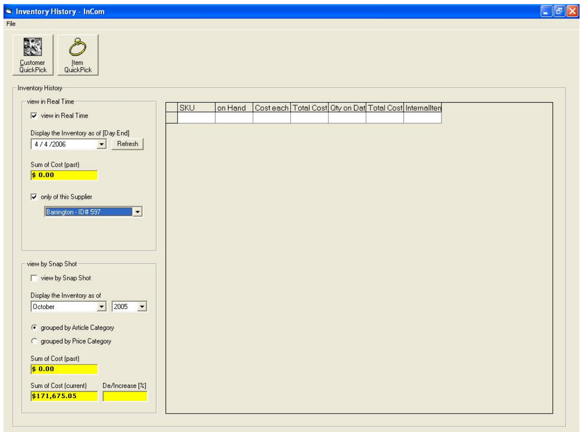
This window gives you a quick snapshot of your current inventory, but should not be confused with the inventory control function of DiamondCounter. This function can help you to see the current inventory of items, parts and loose stones in your store. It will calculate totals of cost and retail value. You can also target certain article groups, such as wedding bands or engagement rings and any other you have defined in your item database. To print out the current display; press '**Print Report**' and the statement will be printed.

The inventory tool will list your inventory in the following ways:

- List of all inventory items in stock or on memo or both
- List out of stock items
- Can exclude on hold items
- Can filter a specific item number
- Can filter a specific invoice
- List of all items in stock
- List all of the categories in stock
- List of all items in stock of a certain article by selectable category
- List of all items in stock of a certain sub -category
- List of all items in stock of a certain selectable supplier or artist

Viewing your past inventory

Select ***Menu Tools*** and then ***Inventory, past Inventory***

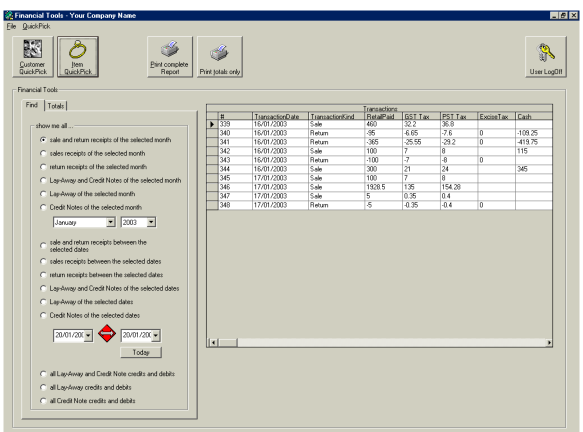


Displays an overview of your past inventory. You can view a snapshot of it or view your inventory in real time. If you view your past inventory in real time of a selectable day you can look at your inventory by a certain supplier. Hit refresh when you change suppliers from the drop down menu.

If you view your stock by snapshot you can retrieve this list grouped by article category or grouped by price category – displayed will be the selected month, the following month and today's data. Compare how much inventory you had in the past and today's inventory. You will be provided with a summary detailing the past cost of your stock, the sum of today's stock cost and the increase or decrease in a percentage between the two.

Viewing financial Information

Select ***Menu Tools*** and then ***Financial***



The financial window will help you save time doing bookwork. A few clicks get you the answers and figures you are looking for. Financial information will quickly do the math and calculate retail prices, taxes and totals within seconds.

DiamondCounter will supply you with the following financial information based on a selectable time frame:

- Sales and return receipts
- Sales receipts only
- Return receipts only
- Lay-away and credit note transactions
- Issued gift certificates for a selected month

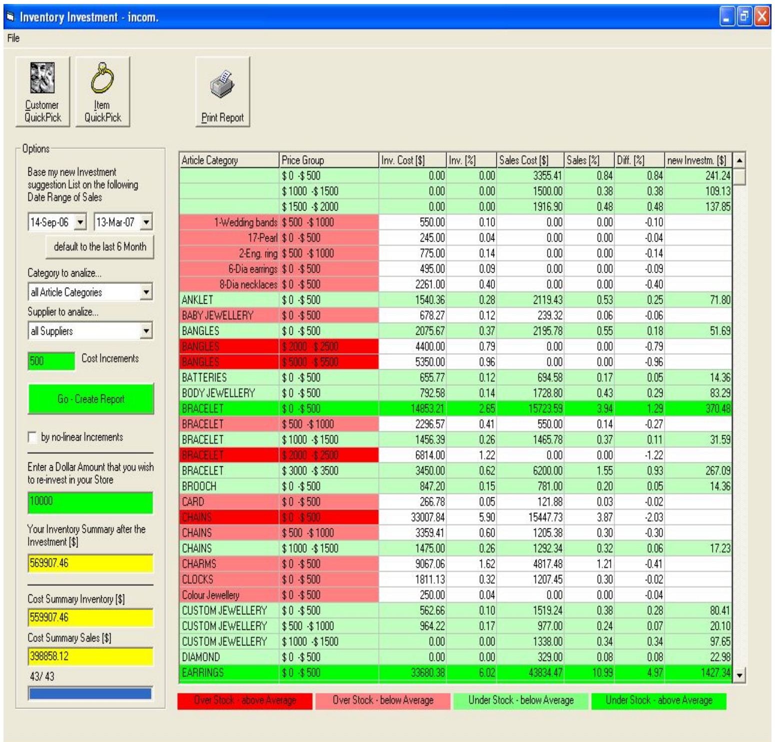
You can select transactions in different ways:

- Select transactions for a certain month (or previous month)
- Select transactions between two selectable dates

You can also keep track of all the outstanding accounts i.e. (credit notes, layaways etc.) or list the transactions in which the taxes were paid or exempt. No matter how you select the transactions needed, you can report them as a total of all transactions, or define them as sales and/or return transactions. This allows you more details and comparison about certain transactions in specific months. On the right of this window you will see a large table, listing all the transactions you have made. You may select (click) on one of the transactions to view it in detail. It will show the original transaction details. The transaction range totals are listed on the left, bottom of the screen. You may print out this report by pressing '**Print complete Report**' or only the sales total by pressing '**Print Totals only'**.

Inventory Investment Guide

Click the button ***Tools*** and select the menu ***Inventory Investment***



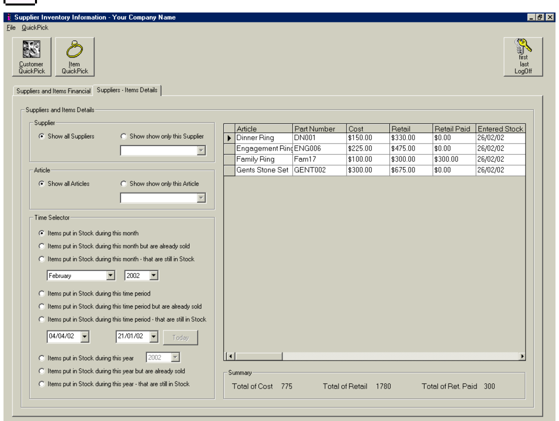
The inventory investment guide shows you what categories are performing well for your store and generate the best return for your dollar. In order to start your analyses you must enter in a time period to base your sales on. You can select between two dates or set a default period of 3 or 6 months respectively. You can either leave the defaults of all article categories and suppliers or select specific criteria to satisfy your needs. You must also enter in the cost increment you wish to view your data as well as the amount you want to invest into new stock.

Your article categories will be displayed with your selected price range. It will show you your inventory cost of the article categories, the percentage of your total inventory of that article category, your sales cost of the categories, how much of your sales in a percentage were of that category and the difference in percentage between how much you sell versus how much you have in stock.

It will then automatically attribute you money that you have selected to the areas that are profitable to your company.

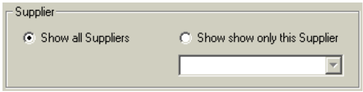
Viewing your Supplies

Select ***Menu Tools*** and then ***my Supplies***

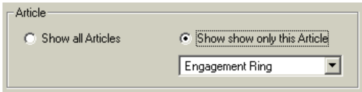


The tool "my Supplies" is a useful function that will help you to keep track of your item-supplier relationship. With this function you will be able to see the correlation between supplier and inventory and what the status of these items are.

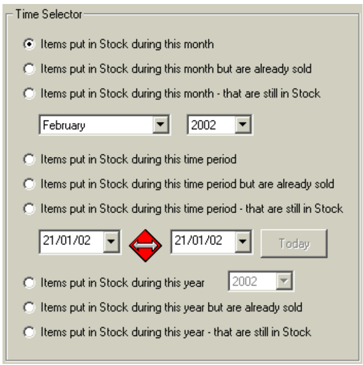
The selection you need to make is divided into three different sections:



Select the supplier you want to get information on first



Select now the article group you want to get information on

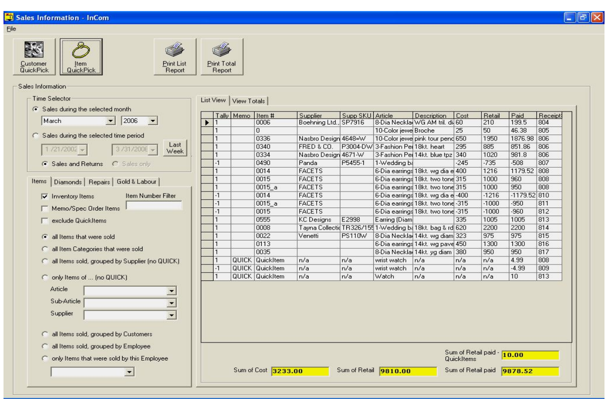


And now select a time frame you would like to monitor

This example would display all the engagement rings that were put in stock during the month of February 2002 from all your suppliers.

Your Sales Performance

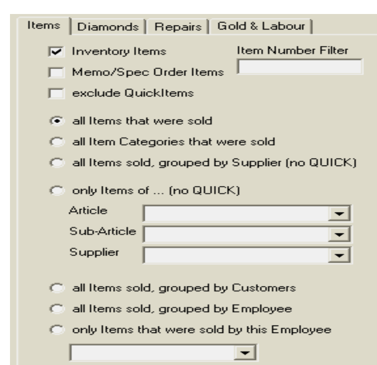
Select ***Menu Tools*** and then ***my Sales***



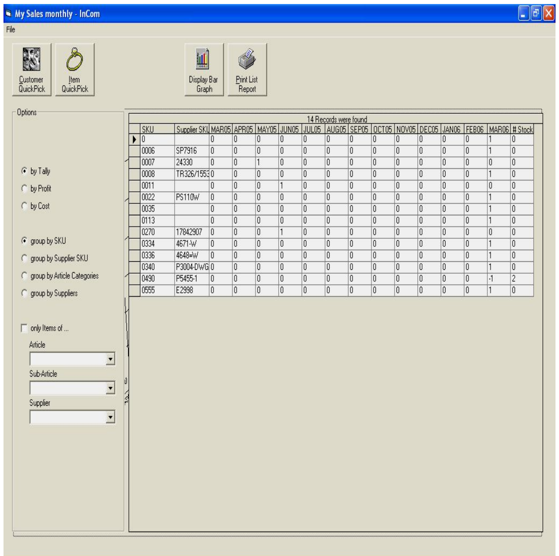
This tool allows you to make analyses of your sales during a certain time period or during a selectable month. It is a powerful tool that is able to go through the entire database, find the data you are looking for and give you informative facts of your sales. After you make the selection of what information you wish to see, DiamondCounter will display all these information in the right table. You will be able to sort this information by any topics by clicking on the top of the table. You can print out a report to keep in your records

DiamondCounter will supply you with the following information about your sales at a selectable time frame:

- All items that were sold
- Totals of all items that were sold, grouped by article categories
- List of all items of a certain selectable article category that were sold
- Totals of all items that were sold, grouped by suppliers
- List of all items of a certain selectable supplier that were sold
- Totals of all items that were sold, grouped by customer (find your top customers)
- Totals of all items that were sold, grouped by employee
- List of all items of a certain selectable employee that were sold
- List of all repairs

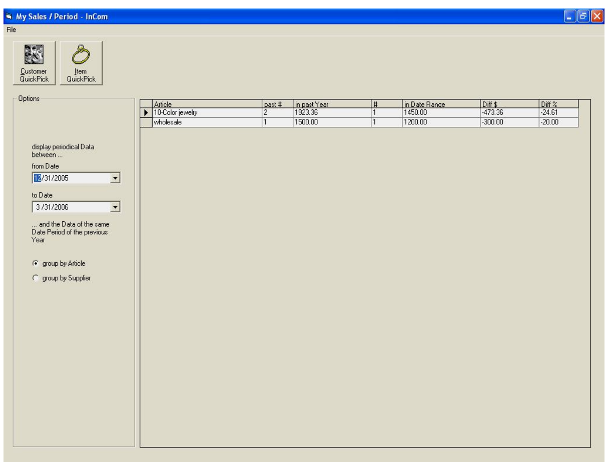


Select ***Menu Tools*** and then ***My Sales Month-by-month***



This feature allows you to make an analysis of your sales for the past year and then breaks it down month by month. You have the option of selecting by tally, profit or cost and you can group them by sku number, supplier sku number, and article category or by supplier. You can further narrow down your search by naming a specific article, sub-article and a supplier. It is a powerful tool that is able to go through the entire database, find the data you are looking for and give you informative facts of your sales. After you make the selection of what information you wish to see, DiamondCounter will display all the information in the right table. You can also view this information by bar graph, which enables you to view your selection in an easy to digest colorful manner. You can print the reports and keep a copy in your records.

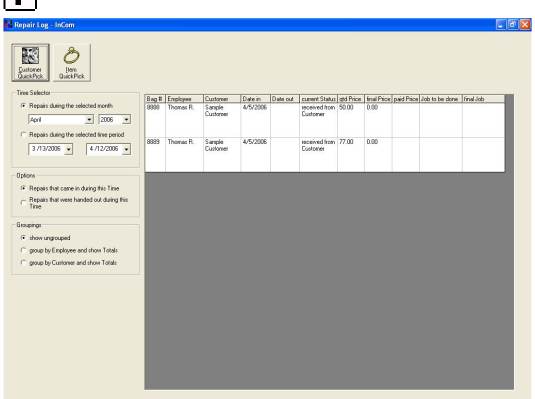
Select ***Menu Tools*** and then ***My Sales Periodical***



This tool allows you to track your sales for a certain time period by article or supplier and then compares the sales with the sales you made during the same time period of last year.

Viewing Your Repair Log

Select ***Menu Tools*** and then ***Repair Log***

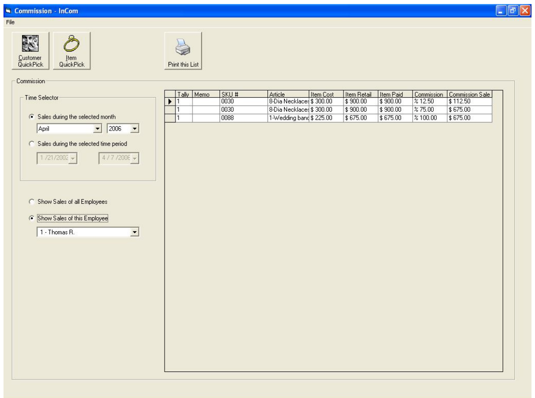


This function allows you to view all your repairs during a selected month or from a selected time period.

You have the option of displaying repairs that came in or went out and you can group them by the employee, customer or show them ungrouped.
It will display the bag number, the customer, the status of the order, a description of what needs to be done, the price quoted, the final price and the price paid.

Commission

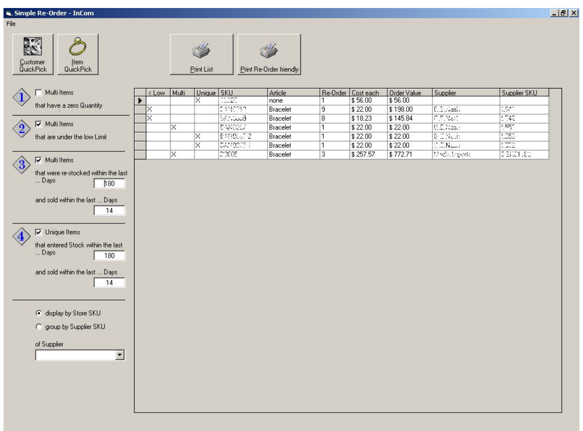
To view the sales of a particular employee or all of your employees - select ***Menu Tools*** the ***Commission***



You can view at any time your employee's sales figures for a particular time period or by month. This can help you keep track of an employee's performance. It will show a percentage breakdown per sale of how much commission the staff member received and gives you a dollar amount figure to base your commission on. It will also give a description of what your employees have sold. You can also print out a report list.

Re – Ordering Items

Select ***Menu Tools*** and then ***Simple Re-Order***



DiamondCounter offers a simple way of re-ordering good selling merchandize.
The software will look into four different categories and generate a list of items, suggesting items you may want to re-order.
It will display multi items that have a zero quantity, multi items with a quantity lower then the set low limit as well as multi and unique items that came into stock within a certain time period (example over the last half year) and that were sold within the last few days or weeks. If you wish not to search in one of these categories, simply take the checkmark of the appropriate search section.

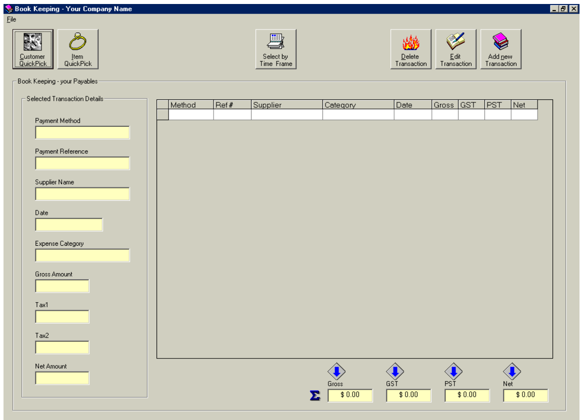
You can have the list displayed and grouped by your store SKU number or pre-group them by the supplier SKU number for simple re-ordering. It is also possible to only have items displayed of one specific supplier, use the drop down box and select the supplier you wish to have displayed.

You can print out the current view of the list by pressing this button.

You may also print out the current list "re-order friendly", meaning that for each supplier in the list a new sheet will be used – making it easy for you to use this single sheet to order from one supplier.

Keeping your Books

Select ***Menu Tools*** and then ***my Books***



DiamondCounter offers a very simply and easy way to keep track of your payables. This function is not intended to replace other accounting software package, but rather to give you the option to monitor your money flow in a simple way.

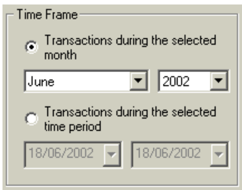
To add a new transaction click this button and all fields will be enabled and ready for entering new data. You will be asked for the method of your payment, such as cash, cheque etc, payment reference, such as cheque number, the merchant you paid the money to, the invoice date, the category this payment falls under (advertising, material etc.) and the financial information.

Once you are done you have to save the information you just entered by pressing “Add this Transaction” or “Cancel” to delete all information you entered.

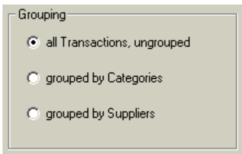
You can also edit an existing transaction at anytime. Simply select the appropriate transaction out of the list and click “Edit Transaction”

It is also possible to delete an existing transaction if necessary. To do so click “Delete Transaction”

To view and list totals of transactions click “Select by Time Frame”

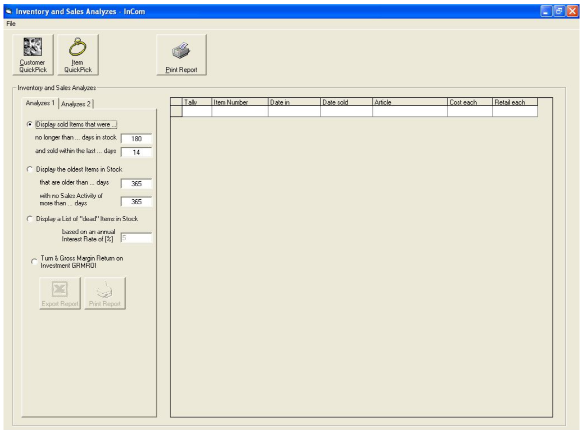


You now have the possibility to select transactions by a certain month or in between two selectable dates and you may select all transactions of this timeframe or all groups of categories the transactions belong to or all groups of suppliers (merchants) you paid the money to. This will give you a quick overview where your money goes and supplies you with all the important totals of your transactions.

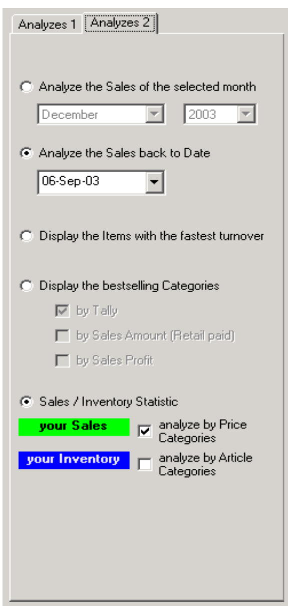


Analyzing your Inventory and Sales

Select ***Menu Tools*** and then ***Inventory and Sales Analyzes & Reports***



The inventory and sales analyzes module is a very powerful tool that allows you to identify old and dead inventory, fast selling items and categories and will supply you with a report on what price and article categories are selling and how you invested in your inventory. Please not that this module needs to be registered separately.



Selecting a time frame of your sales

When analyzing your sales you need to define a time frame. This can be done by month or by the time back to a selectable date.

Displaying items with fastest turnover

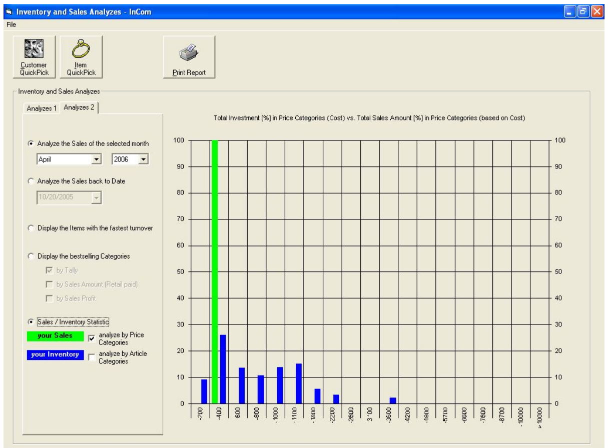
Select the option “Display the Items with the fastest turnover”

Displaying best-selling article categories

Select the option “Display the best-selling Categories”

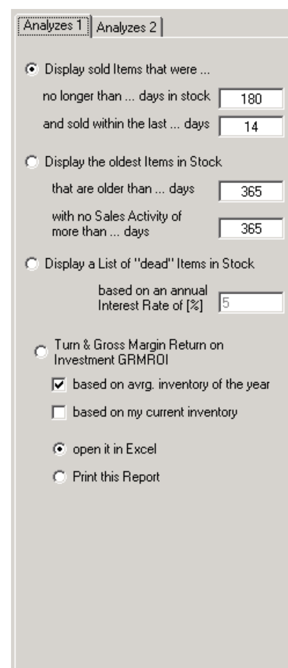
Analyzing and comparing your sales with your current inventory

Select the option "Sales / Inventory Statistics"



This feature will analyze your sales with your current inventory and display you a graph on the percentages of your sales and your current investments. The report can be done by article category or by price category. It is a great tool that allows you to see what price and article categories are really selling and let you realize if you current inventory is matching the customer's demands. For example, DiamondCounter is displaying that 80% of your current sales are in the category of engagement rings and only 20% of all sales in bracelets. Your current inventory is however 70% invested in bracelets and only 30% in engagement rings. This function is not indented to make decisions for your how to invest in price or article categories but will help you to identify where your money is and what really sells.
DiamondCounter is able to supply you with information on how many items per category were sold, what category had the highest sales amount and what the highest profit.

Displaying the oldest items in stock



Select the option "Display the oldest Items in Stock"

This function will allow you to retrieve a list of items that you didn't sell over a certain length of time. It monitors items for you that are tying up investments and could be better used in other categories.

Displaying 'Good Sellers'

Select the option "Display sold Items that were…"

Retrieve a list of items that you put into stock within the last half year and sold within the last 2 weeks. You can also alter these numbers to your likings and needs.

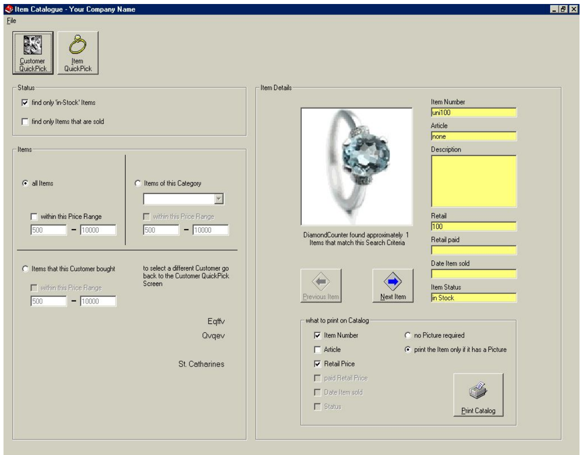
Displaying "dead" items in stock

Select the option "Display a list of 'dead' Items in Stock"

This function will inform you about items that are in stock and accumulate additional cost based on an annual interest rate. You will get a report on how much the item is now actually worth in your inventory, how much many you lost and what your profit (in percent) will be if you sold it now.

Printing your Own Catalogue

Select ***Menu Tools*** and then ***Catalogue***

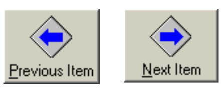


DiamondCounter is capable of printing an item list, or catalogue, of your inventory. You can print out this catalogue directly to your printer, including items number, retail price, item status, image etc. - you can also select specific groups of article categories or customers. To select a different customer, go back to the customer QuickPick screen, select the appropriate customer and come back to the catalogue screen.

You can make the following selections before you print the catalogued item list:

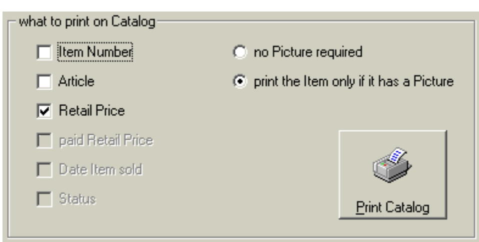
- List of items that are in stock only
- List of items that are sold only
- List of items that are sold or in stock
- List of all items found
- List of items within a selectable price range
- List of items belonging to a certain selectable article category
- List of items belonging to a certain selectable article category within a selectable price range
- List of items purchased by a selectable customer
- List of items purchased by a selectable customer within a selectable price range

Once you have your selection made, DiamondCounter will search for these search criteria and display the first item found on the screen.



You can easily scroll to the next item or back by using the scroll buttons.

Printing the Catalogue



You can define what you would like to have printed out on the list of items DiamondCounter has found. Select the appropriate checkmark for each line that needs to be printed out. You can furthermore define, if you want the item to be printed out, no matter if it has a picture or if you only want to print it if there is an image defined for this item. Once you are done, press '**Print Catalogue**'.

Appraisals

You are able to write with DiamondCounter your own appraisals, store them on your computer and print them out with up to three pictures. There are two ways of finding and defining appraisals, either by customer or by item. An appraisal can for example be written for a specific customer, even though the item hasn't been purchased in your store. In this case you will have an appraisal that is exclusively linked to a customer. You can also write an appraisal for a item that you have in stock or that has been sold, in this case the written appraisal will be linked to a known item in your database and to a customer if the item is already sold.

Searching for an existing Appraisal by Customer Name

Select the right customer, select ***Menu Tools*** and then ***Appraisals.*** Now click on ***Existing Appraisals for Customer …***

DiamondCounter will now display a list of appraisals that were found for this customer. Select the right appraisal you would like to view, edit or print out and double click on it. The appropriate appraisal will now be loaded.

Searching for an existing Appraisal by Item Number

Select the right item, go to the item detail screen by double clicking on the item and select the menu ***Appraisals***

If DiamondCounter finds an existing appraisal for this item it will be loaded, if there is existing appraisal for this item present, DiamondCounter will create a new appraisal and load all known fields, such as descriptions, value etc in the appropriate fields.

Creating a new Appraisal for a Customer Name

Select the right customer, select ***Menu Tools*** and then ***Appraisals.*** Now click on ***New Appraisals for Customer …***

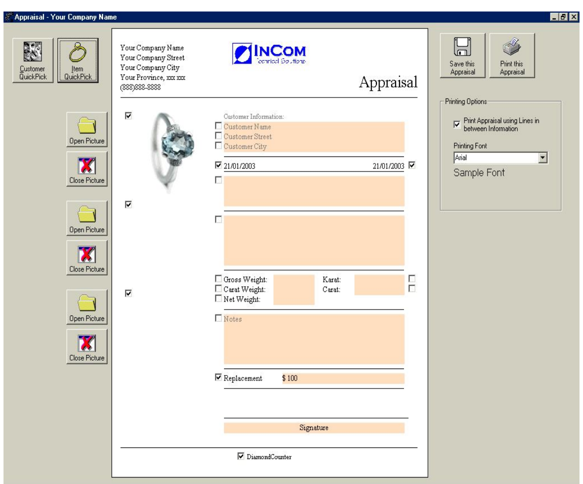
DiamondCounter will automatically open a new appraisal sheet for this customer, ready for you to edit it and enter all the right fields and descriptions.

Creating a new Appraisal for an existing Item

Select the right item, go to the item detail screen by double clicking on the item and select the menu ***Appraisals***

DiamondCounter will automatically open a new appraisal sheet for this item, load in all known descriptions and other properties of this item.

Writing a new Appraisal



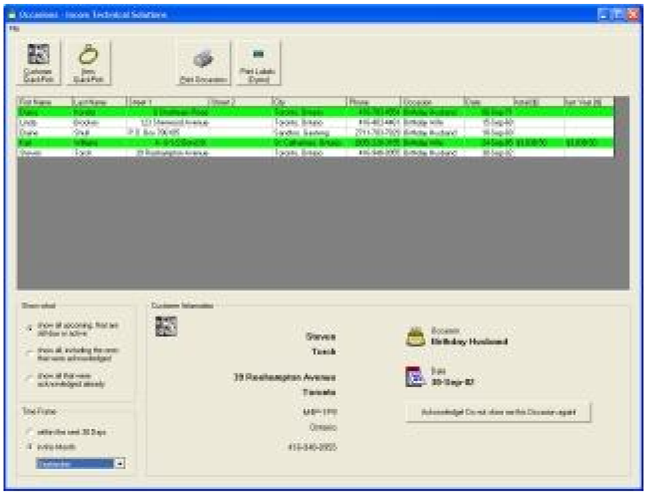
Once you have completed the steps above, DiamondCounter will have loaded a default appraisal for you with all known values, names and possibly descriptions. You are now ready to edit any fields you wish to change and import pictures from your computer. Use the little checkmarks to print out specific lines on the appraisal or to leave them out. DiamondCounter will only print those lines, where the checkmark is set. If you are done doing your changes or printing the appraisal you can leave this screen by returning to the customer or item QuickPick screen.

When you are done, don't forget to save the changes you have made by pressing '**Save this Appraisal**'.

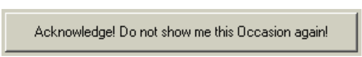
You can print out the appraisal at anytime by pressing '**Print this Appraisal**'.

Checking for upcoming Occasions

Select the menu ***Tools*** and then ***Customer Tools & CRM***, and then ***Occasions (Birthdays etc.)***



DiamondCounter allows you to check for upcoming events, such as birthdays and anniversaries. This function will display a list of events that are coming up within the next 30 days or during the month you have selected. Also notice that some customers are highlighted in green. This is to let you know that they have an upcoming occasion and that they also have an item on their Wish List. This can be a useful selling tool, as you can contact their spouse if they are on file in your store, and let them know that their partner has had their eye on a particular item in the store and they might like it for a gift. It's probably the easiest sale you'll ever make!

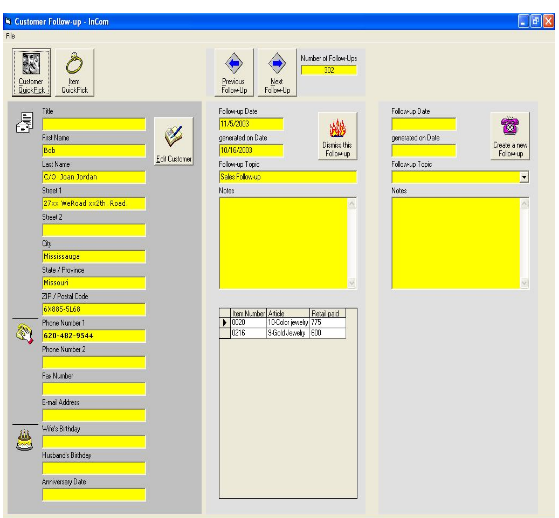


To acknowledge that you have read this event, called the customer or send him or her a card, you can click on this button and DiamondCounter will not display this event anymore until the next time this event is coming up.

You can print out the displayed list by pressing this button.

Checking for Customer Follow-up

Select ***Tools*** and then ***Customer Tools & CRM***, and then ***Follow-ups – Due Today*** or ***Follow-ups - All***



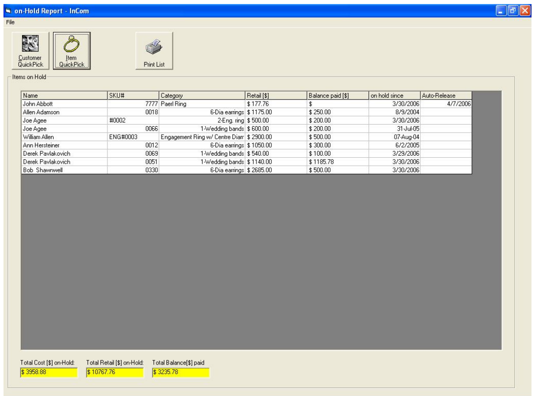
DiamondCounter keeps track of the customers that you would like to keep in touch with provided you have selected that function during customer check out. A follow-up call is a good way to show that you care about the client.

You can edit the customer's information and DiamondCounter provides you a list of what has been purchased by client, the date the follow up call was generated on, the recommended call back date and what the nature of the call should be.

You also can dismiss the follow-up call notice and create a new one. The notes in the follow-up form are a good way to store information about the client.

Checking for On-Hold Items

Select ***Menu Tools*** and then ***On Hold Items***



DiamondCounter keeps track of the items that are on hold in your store.

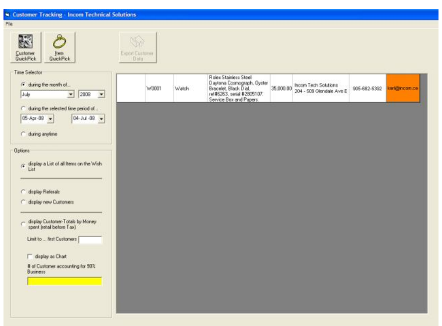
It lists your clients and the items that they have put on hold.

It provides the sku number, the category and the item description. You can also view the balance left on a clients account and how long the piece has been on hold for and whether its set for auto release.

It also gives you your total cost and total retail cost of all the merchandise that you have on hold and that total balance that has been paid against the merchandise.

Customer Tracking

Select the menu ***Tools*** and then ***Customer Tools & CRM***, and then ***Tracking/Care, Top Customers & Wishlist***



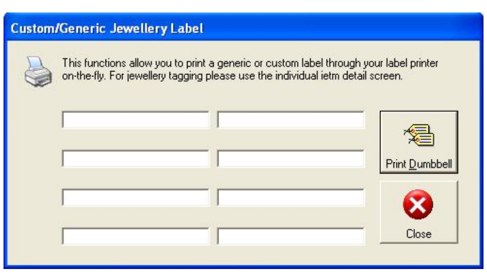
This form helps you keep track of your new customers and what they have purchased in your store. It also tracks referrals from your existing customers and wishlist items, too. This helps you see what clients enjoy about your establishment and what they have told other people about your store.

You could show your appreciation to clients that give you referrals by giving them an automatic discount on future purchase, send them out a gift certificate etc.

You can view your results by the specific month or between a certain time periods.

Printing Custom/Generic Jewellery Ticket

Select ***Menu Tools*** and then ***Printing Custom/Generic Jewellery Ticket***



This function is used to print a Jewellery label "on the fly" and is not meant for regular jewellery ticketing. Please use the function in the item detail screen

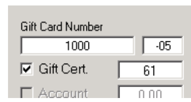
Gift Cards

Issuing a new Gift Card

Select ***Gift Certificates*** and then ***issue a new Gift Certificate***

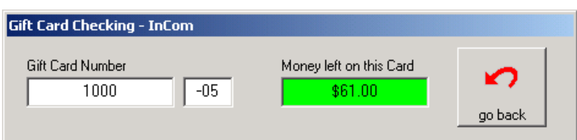
DiamondCounter is able to issue and track gift cards for you. Enter the amount and what payment method was used, and your user name. If you use out gift card feature you can also enter the gift card number (or simply scan it) or use the identity number of your existing gift certificates. DiamondCounter will then be able to track based on this gift card number how much money is left on a specific gift card.

At the point of sale you can use the gift card as a payment option. If you used our gift cards you are also able to scan or enter the cad number and DiamondCounter will display the outstanding amount on this card.



Check the outstanding balance on a Gift Card

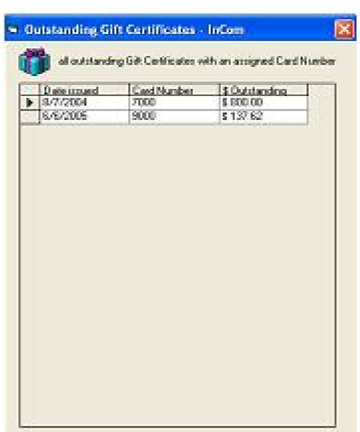
Select ***Gift Certificates*** and then ***check how much money is left…***



Enter or scan the gift card number and DiamondCounter will display how much the outstanding balance of this gift cad is.

Check for outstanding Gift Cards

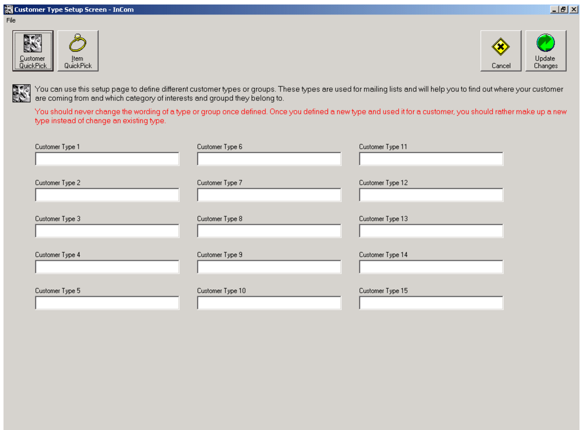
Select ***Gift Certificates*** and then ***outstanding gift certificates***



It will display a form detailing all outstanding gift certificates with an assigned card number. It will show you the date issued, the card number and the outstanding balance.

Setting up Customer Types and Groups

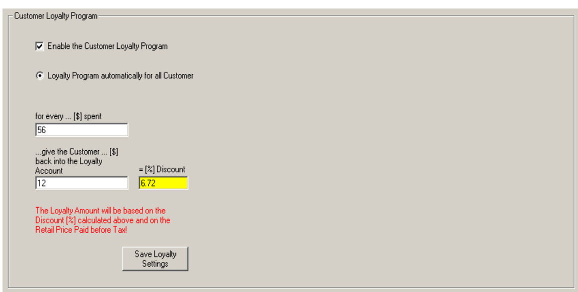
Select ***Tools*** and then ***Setup Customer Types***



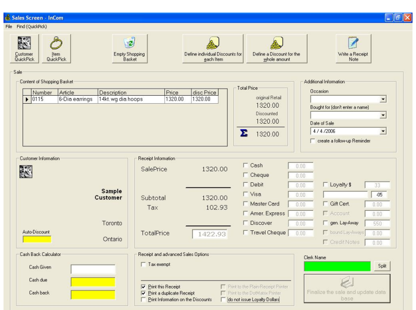
DiamondCounter allows you to define up to 15 different customer types. Customer types can be used to filter out specific customer groups you wish to address in mailings.
You could for example define one group of customers that is interested in diamond jewellery and send out invitations to only this group of customers. Or send out an announcement to existing clients that are in your city because of a certain convention that takes place every year.
Once a customer types has been assign for one field, you should never change this wording to another one, since DiamondCounter does not remember the actual wording but the number of the assign type.

Setting up a Customer Loyalty Dollar Program

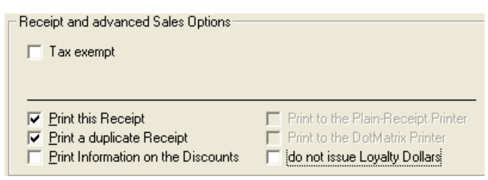
Select ***Configuration, Configure Software*** and then select the ***Options Tab*** and then ***Customer Loyalty Program***

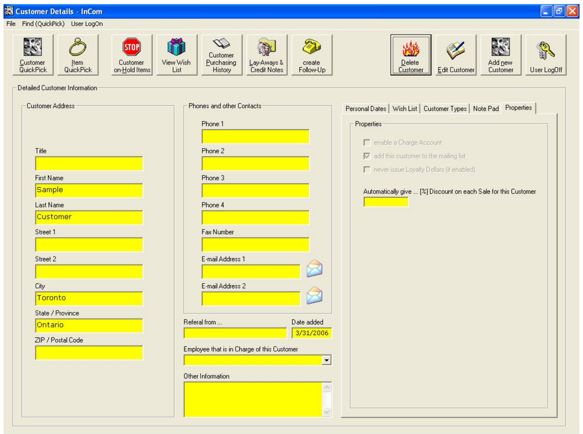


Setting up the Customer Loyalty Program allows your Customer to collect Loyalty Dollars with each Purchase. The Customer on the next Purchase as a payment method can use these Loyalty Dollars. On this screen you can set up how many loyalty dollars you want to give back to the customer, based on a certain dollar amount spend with each purchase. The newly collected points as well as the total of collected points so far will be printed on the customer's receipt. This tool and feature can help you to make sure that the customer will be returning to your store instead of the store around the corner.

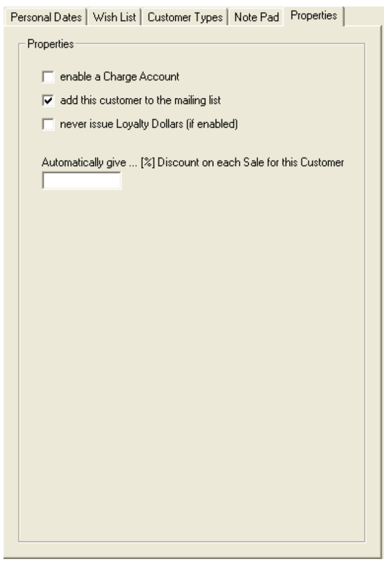


On the sales screen you can define if you want to issue loyalty dollars to this specific transaction or not if the feature has been enabled. It's under "receipt options"





You can also define whether or not you want to issue loyalty dollars to a specific customer provided, that this feature has been enabled. Bring up the customers detailed information and click edit customer.



Click on properties tab and check the box depending if you would like loyalty dollars to be not to be issued. Leave it unchecked if you would like the person to receive loyalty dollars.

Jewelbase.com

Working with jewelbase.com is an excellent option for your store to showcase your inventory on the Internet. We work with a third party Internet developer to create a site that looks like your existing Website but is hosted on a different server. Here you can update your inventory whenever you wish; therefore it acts like a current up to date catalog of what's in your store.

Think of it as another form of advertising for your store except targeting a much larger market. It limitless, it is just one click away.

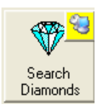
When a potential customer searches through your inventory it only searches your inventory not of all the existing users of Jewelbase.com. Only your search results will be displayed.

You can update your stock almost effortlessly once you sign up for JewelBase by clicking on main menu then "upload to my JewelBase".
For further information please go to

www.jewelbase.com

(*PLEASE NOTE THAT THIS IS A PAID SERVICE AND THE SOFTWARE LISCENCEE IS NOT ENTITLED TO THIS BENEFIT*)

Some other benefits of being affiliated with jewelbase.com are

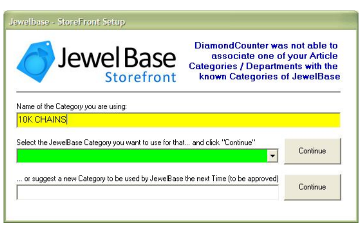


- Being able to search for loose stones.
- Being able to chat with other jewellery storeowners.

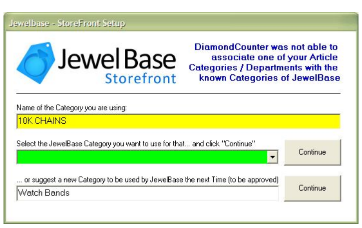
All with a click of a button.

Also available for JewelBase are templates to give your store that extra bit of flare that will make it stand out among other online vendors. Choose a Holiday template for the holiday season, or a Mother's Day template during that special time in May. With over 10 available templates, and custom templates that can be designed to your specifications, JewelBase can have the look you want, and stand out and give you the competitive edge you need in the online marketplace.

Jewelbase Storefront



Jewelbase Storefront will help you keep your online inventory neat and organized for viewing, while still allowing you to retain the diversity of your current article category list. Jewelbase Storefront is simple to use and only has to be performed sparingly. When you upload to Jewelbase for the first time, the Jewelbase Storefront window will open when it comes across one of your current article categories that it does not recognize from it's built-in list. When this happens, simply click the green drop-down menu, and select the article category from the list that is the closest match to the category you're uploading. Say, for instance, you had the category of 'Gents Watch'. Jewelbase Storefront wouldn't recognize this, so the window will open asking you to associate it with a known category. You would click the drop down box and select 'Watches'. The category of 'Gents Watch' will now be associated with the category of 'Watches' on Jewelbase, thus keeping your online inventory neat and searchable for your potential clients on the internet, while allowing you to maintain the categories you're used to using in DiamondCounter.

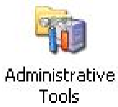


Alternately, if you find the list of categories we've selected for Jewelbase Storefront to be lacking, you can make a suggestion to us by typing what you would like to see in the list in the Suggestion Box and clicking Continue. Please keep in mind that these will not show up right away in the category list and must be approved by Incom before they are added. If we find that they can be covered by another category we will not be adding them.

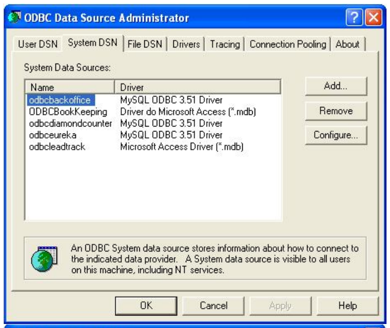
Setting Up a Remote Store Connection

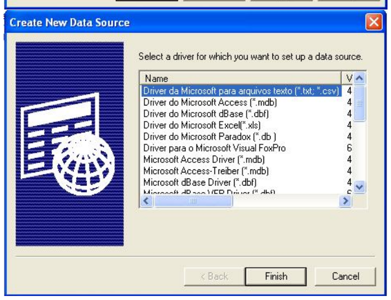
Go to your start menu and single click. Find your control panel and 

then double click to enter into it.



Next look for an icon or tab called Administrative Tools.
Double click to enter into it. Here is where you are going to configure your connector to your other store. Click on the system DSN tab and then click add to add the new connector. You will also configure it at the same time.





The create a new data source window will open and you will select the driver that you will use to connect to the other system.

Select the MySQL 3.51 ODBC connector or equivalent and configure it as follows.

Data Source Name = odbcotherstoresname

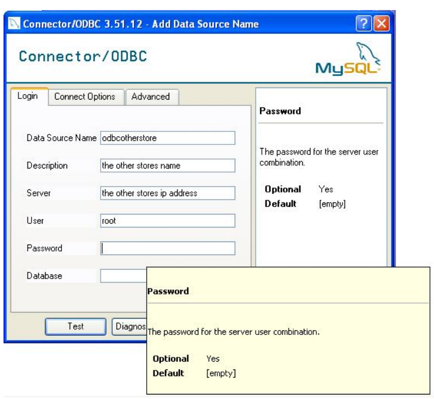
Description = Use the other stores name

Server = Use the other stores I.P address

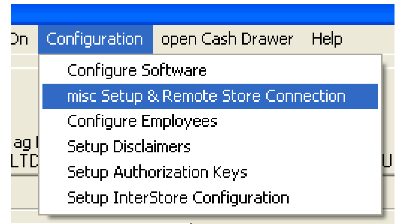
User = Root

Password = the server's password.

Database = Select DiamondCounter from the list



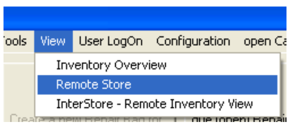
Then click on the test button to see if your connection is a success. If it was a success click okay and then okay again to exit.



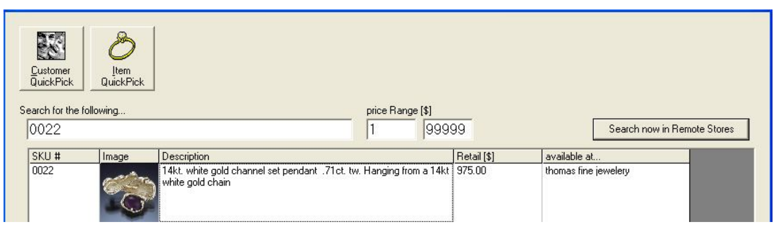
Go into DiamondCounter and click on the configuration tab then select misc Setup & Remote Store Connection. Here you will enter in the store name, ODBC Connection Name, unique store code and the picture server location. To set-up your picture location we recommend that you create a VPN **(virtual private network)** and upload/download your pictures once a week or as often as you wish.

Click save and you completed the configuration of the connector to the other store.

To view the other stores inventory click on view and then remote store.



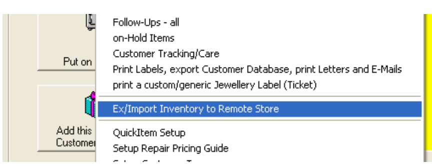
Type in the piece you wish to search for and it will appear below with the corresponding picture.

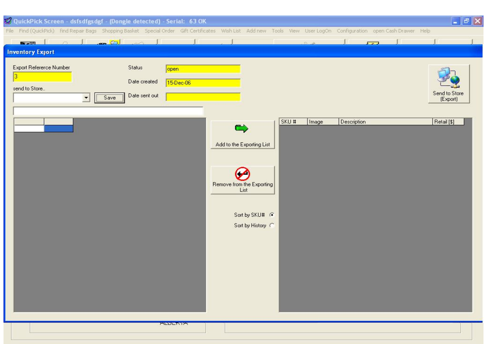


If that piece is available at the other store you can chose to transfer it. In order to transfer it you must have the privilege specified in your employee configuration profile.

Transferring from one store to another

Select ***Tools*** and then ***Ex/Import Inventory to Remote Store***

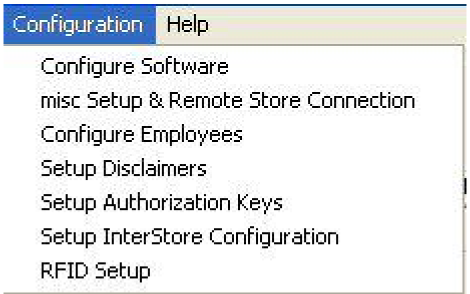




To transfer one piece or multiple pieces from store to store you must enter in your user name and password first and then click the" create a new list of items to be exported ...." Button and then click continue. You can also view the items that have been imported or exported previously by clicking the corresponding buttons. Here is where you select the items to be transferred.

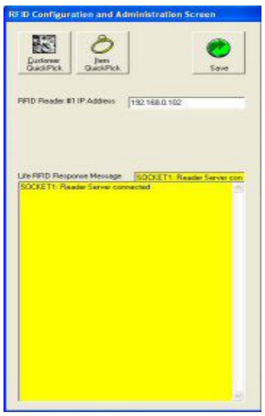
First you select the store to which the items will be transfer to and then save your selection. Next Search for the item in your stock by typing in the sku number or and descriptive information about that item. Highlight the item you wish to transfer and click the add to exporting list button. That item will now appear on the right hand side. To change your selection highlight the item on the right side and click remove from exporting list. When you are satisfied with your selections click on the send to store button. You can sort your send list by sku or by history.

Using RFID Tags with DiamondCounter



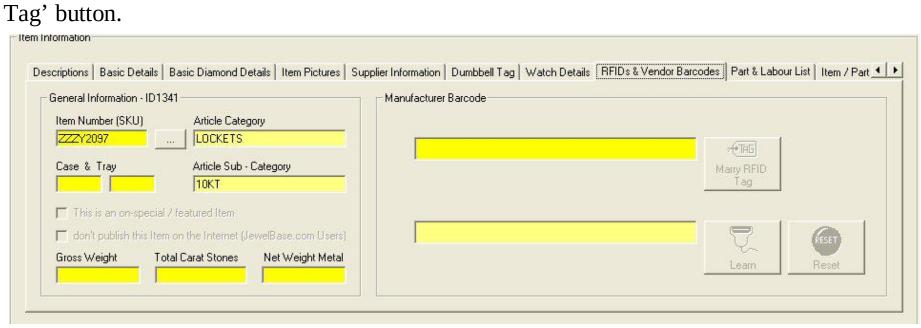
On the QuickPick screen, in the Configuration menu, select RFID Setup. This will allow you to configure your RF system for use with DiamondCounter.

Warning: You may need to install additional drivers on your PC so DiamondCounter will recognize the RF unit. Please contact Incom Technical Solutions if this is required.



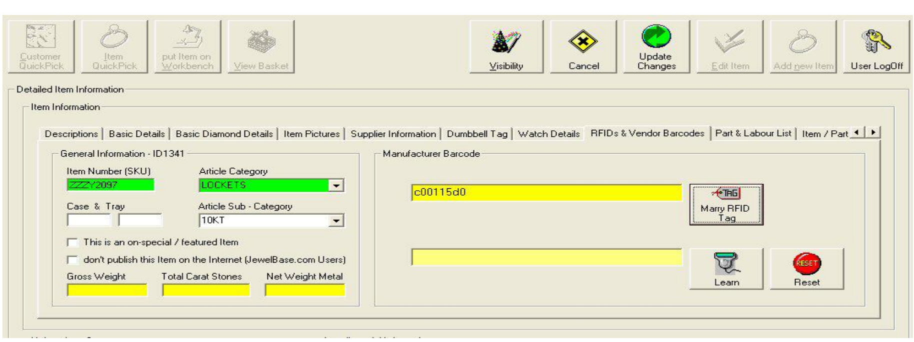
In the RFID Configuration menu, input the IP Address of the RF Unit and press save. After you have done this and it has registered with the program, you can return to either the Customer QuickPick or the Item QuickPick by selecting the corresponding button.

Now you're ready to attach your tags and enter them into the system. To accomplish this, select an item from the Item QuickPick menu (double click on it), click the Edit button, and then select the RFIDs & Vendor Barcodes tab. Now click the 'Marry RFID Tag' button.

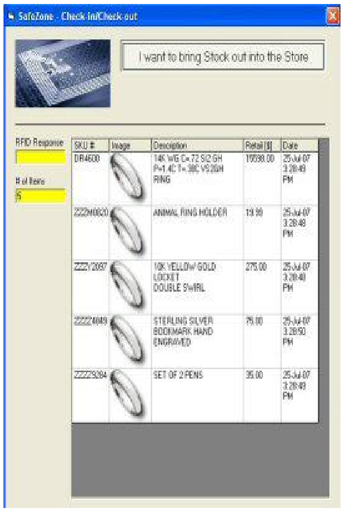


At this point, place an RFID tag on the reader and allow it to register the RFID Number. When this is done, you will see a string of numbers and letters automatically entered into the field beside the 'Marry RFID Tag' button.

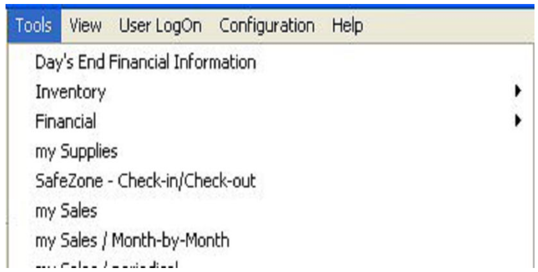
When this has been accomplished, press the 'Update Changes' button, and then press the 'Item QuickPick' button to return you to the Item QuickPick screen. Once here, you can continue to add more tags by repeating the above steps until you've added your inventory.



Now that you've attached RFIDs to your merchandise, it will be much easier to track. Not only will this allow you to quickly and easily know exactly what you have on the floor, but will also aid in reducing shrinkage and loss.



When you start up DiamondCounter, select the Tools menu, and then click the ‘SafeZone – Check-in/Check-out’ option. In the new pane that opens, select ‘I want to bring stock out into the store’ and place your items from the safe onto the RF Reader sheet and wait a moment. DiamondCounter will recognize all of the items that you have placed on the sheet, and signal that they are out on the showroom floor.



At the end of the day after all of the tagged items have been collected and are ready to be placed back in the safe, go back to the Tools menu, and select ‘SafeZone – Check-in/Check-out’ and press ‘I want to bring stock back into the safe’. You will then see a list of the unsold items that the system knows is on the showroom floor. Once you place the items ready to go back into the safe on the RF Reader, the items will be systematically removed as the system recognizes their individual RF tags. Counting of the items should only take seconds. If there are any items left in the pane after the count has been completed, that means that item is missing.

When all the items are present and accounted for, the list will be empty, and you can place the stock in the safe and close out DiamondCounter.

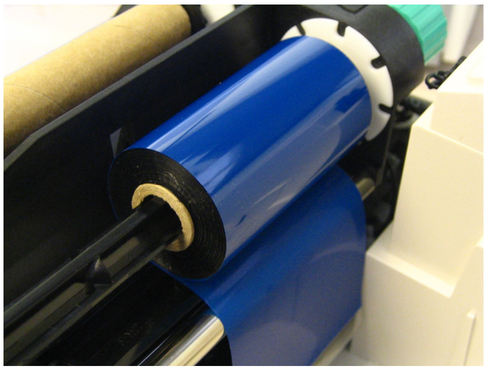
Frequently Asked Hardware Questions

How To Install A Ribbon On The Datamax E-Class 4203 Printer

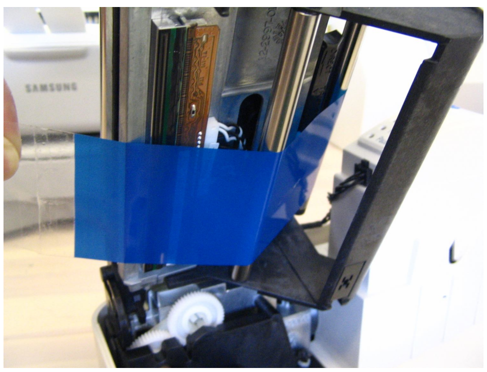
Take the ribbon roll and unwrap it a little to show its orientation.

Once you have figured out the correct orientation (shown) insert the roller into the ribbon hub. The ribbon should be pushed so it is flush to the left side.

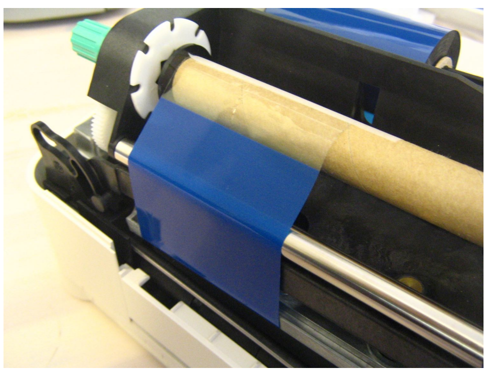
The left side of the roller is the side of the roller that is inserted into white hub located in the datamax printer.



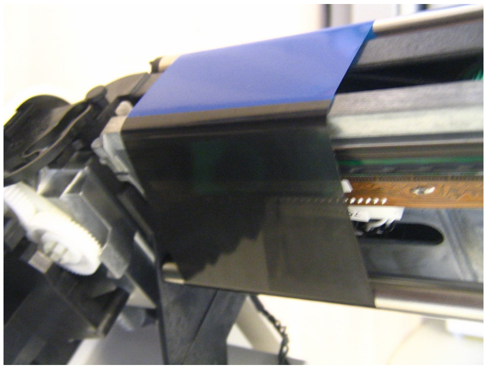
Insert the roller into the white hub as shown. Drape the ribbon over the metal bar.



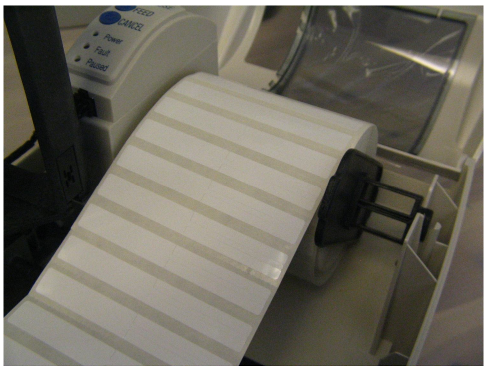
Feed the ribbon underneath as shown. Try to feed the ribbon smoothly to ensure a wrinkle free print surface.



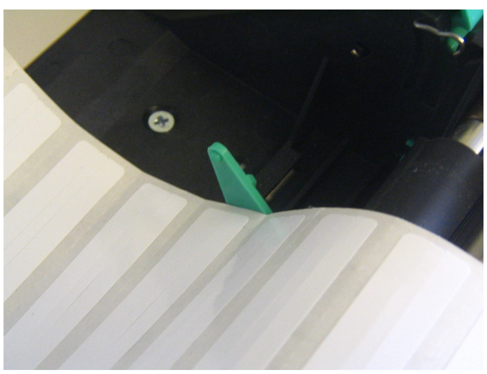
Bring the ribbon to the front and attach the clear end of the ribbon onto an empty ink roll core with a piece of tape.

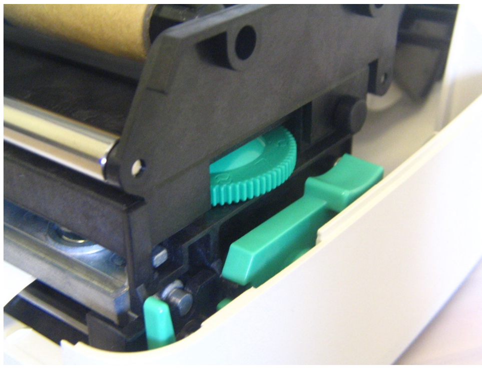


Wind the ribbon until you are able to see the black portion of it appear along the front face of the print carriage.



Put the roll of labels onto the label roller. Notice the black plastic piece located on the label roller used to guide the labels and the little green guide on the side. Push both guides toward the label roll. Slide the guides until they barely touch the labels. This will guide the labels during the print process.





Push the print carriage down so that it is clamped underneath the leaver. Close the cover and print a test label. 10 labels will then be fed in order to calibrate the printer.

View the label. If everything appears in order then set up is complete. If you notice that the print is crisp on the left side and fades towards the right. Make sure that the print carriage is completely clamped down. If the print isn't constant check and make sure that the printer ribbon is not wrinkled.

Using your Metrologic wireless handheld scanner (Scanpal 2).

1. To charge the unit plug the power supply into the Metrologic Scanpal 2 base and then plug the adapter into the wall.

2. Charge the unit until it is fully charged. The green LED will stop flashing.

3. Plug the serial connector into the charge unit and the other end into the serial port locate on the computer.

4. Press the small yellow power button to turn the unit on.

5. You will be provide with three options 1. Collect data 2. Upload data 3. Utilities. Uses the down arrow to select utilities then the yellow left arrow to select.

6. Then use the down arrow to select data deletion and then use the yellow left arrow but to select this erases the existing data.

7. Choose number 1. To erase all data. Click the yellow left arrow to erase all your data. Use the arrows to Select yes or no and then the yellow left arrow to continue to confirm deletion.

8. Select the collect data and press the yellow left arrow key. This begins the data collection process.

9. Hold down the big yellow button and scan your item. Then when it beeps start scanning your next items.
    - If you need to update the quantity use the keypad then press the yellow left arrow button to confirm it.

10. Repeat step 9. Until your inventory is complete/or you would like to upload it in blocks into DiamondCounter.

11. To upload your data press esc then select upload data and press the yellow left arrow button this will cause the scanner to start sending your data.

12. Open up diamond counter and go to tools the inventory control.

13. Open up a new inventory file select a suitable name and click open.

14. Click the download from handheld scanner button and select the appropriate COM port. It will be the port that we plugged the scanner into earlier.

15. Click the download from scanner data button.

16. Once it is finished click finished.

17. Make sure that the scanned data entered into your inventory is correct.

18. On the scanner you will be taken back to the three options.

19. Repeat step 5 this will delete your previously scanned items. Repeat the rest of the steps as necessary in order to complete your inventory.

Utilities Menu.

When you power up the scanner you will have three options in order to proceed.
1. Collect Data, 2. Upload Data and 3. Utilities.
Use the arrows to scroll down and highlight Utilities. Click the yellow left arrowed button.

You will then be provided with 7 different options. The options are system settings, browse data, delete data, reading test, set date and time, download program and memory and battery.

1. System Settings.

Setting the upload/download ports.

- Use the down arrow to highlight system settings, use the yellow left arrow button to select the option.
    - Here you set the upload and download port. For use with DiamondCounter you should select Rs 232 port (Serial)
    - Use the up/down arrow to highlight Set the upload/download port menu and then click on the yellow left arrow button.
    - Use the up/down arrow to select RS-232/Cradle and click on the yellow left arrow to confirm your selection.

Setting the transmission speed.

- Use the down arrow to highlight system settings, use the yellow left arrow button to select the option.
    - Use the Up/Down arrows to select transmission rate and click on the yellow left arrow button to select the option.
    - Use the Up/Down arrows to select the Baud rate 115200 bps and click on the yellow left arrow button to confirm your selection.

Turning on LCD Backlight.

- Use the down arrow to highlight LCD Backlight, use the yellow left arrow button to select the option.
    - Use the Up/Down arrows to select one the options turn off, turn on and turn the back light off if idle for x amount of seconds.
    - Use the Up/Down arrows to select turn off or on and then click and Use the key pad to set the time in seconds to turn the back light of if left idle and click on the yellow left arrow button to confirm your selection.

Data Deletion

- Use the down arrow to highlight Data Deletion, use the yellow left arrow button to select the option.
    - Use the Up/Down arrows to select either manually or automatically and click on the yellow left arrow button to confirm your selection.

Record Prompting

- Use the down arrow to highlight Record Prompting, use the yellow left arrow button to select the option.
    - Use the Up/Down arrows to select one the options turn off, turn on prompting and stay on the prompting for x amount of milliseconds.
    - Use the Up/Down arrows to select turn off prompt or on and then click and Use the key pad to set the time in milliseconds to turn the back light of if left idle and click on the yellow left arrow button to confirm your selection.

Viewing Your Current System Settings.

- Use the down arrow to highlight System Settings, use the yellow left arrow button to select the option.
    - It will display the current settings of the scanner.

2. Browse Data.

- Use the down arrow to highlight Browse Data use the yellow left arrow button to select the option.
    - You will be provided with a list of current items you have scanned.
    - Press FN+1 to edit or FN+2 to delete.
    - If you edit use the up or down arrows and the number pad to change and edit your items click the yellow left arrow to continue.
    - If you choose to delete the item you will be prompted for a yes or a no click 7 for yes 9 for no. If you are sure click 1 or 3 for no.

3. Deleting Data

- Use the down arrow to highlight Delete Data, use the yellow left arrow button to select the option.
    - You will be prompted with 3 Choices all data, last record or cancel. Use the up/down arrows to highlight your option and then use the yellow left arrow button to select the option.
    - If you select all data you will be prompted asking if you are sure click 1 for yes or 2 for no.
    - If you select last record you will be prompted asking if you are sure click 1 for yes or 2 for no.

4. Reading Test

- Use the down arrow to highlight Reading Test, use the yellow left arrow button to select the option.
    - It will then begin the reading test.

5. Set Date and Time

- Use the down arrow to highlight Set Date and Time, use the yellow left arrow button to select the option.
    - Use the Keypad to type in the date and the time.

6. Download Program

- Use the down arrow to highlight Download Program, use the yellow left arrow button to select the option.
    - It will then search for a new program to download via the serial connection.

7. Memory and Battery

- Use the down arrow to highlight Memory and Battery, use the yellow left arrow button to select the option.
    - It will list your free ram and the battery voltage.

Notes: